



30 boul. Taschereau Ouest, suite 204 Tél: (450) 444-4200
LaPrairie (Quebec), Canada J5R 5H7 Fax: (450) 444-9696

WARRANTY AND RETURN POLICY

WARRANTY

1. Memory modules and proprietary boards carry a LIFETIME WARRANTY.
2. Flash card media products carry a 6 YEAR WARRANTY.
3. Flash card readers and accessories carry a 2 YEAR WARRANTY.
4. USB Flashdrives and MP3 Flashdrives carry a 1 YEAR WARRANTY.
5. Retail micro processors (CPU) have a 1 year warranty and OEM micro processors have 30 days warranty and must be in Shikatronics Inc.'s possession within 30 days of invoice date.

All CPUs have a replacement warranty only.

6. Motherboards, Hard drives, and Video cards have a 1 year warranty.
CD-ROMs have a 30 day warranty through Shikatronics, and a one year warranty through the manufacturer.

NOTE: Warranties are subject to change depending on manufacturer's policy.

7. Any product that has been physically damaged, misused, or modified will not be covered under warranty.

RETURN POLICY

1. The RMA request must be done by Internet, fax, or phone and the following information will be required:
item number, quantity, invoice number, customer number and the problem description.
2. Shikatronics Inc. reserves the option to credit or replace products after 7 days from invoice date.
3. Product returned for credit after 15 days from invoice date, customer cancellation or overstock are subject to a 15% restocking fee; or will be repurchased at cost or a fair market value.
4. Shikatronics Inc. will not accept a return without a valid RMA# clearly indicated on the outside of the package.
5. All products for cross ship must be returned within 15 days from the date that the RMA number was issued or 15% late fee will be charged.
6. Please return all merchandise to the following address:
Shikatronics Inc.
30 Boul. Taschereau Ouest, Suite 204
LaPrairie, (Quebec), Canada J5R 5H7
7. Every package must be sent prepaid and Shikatronics Inc. will assume the shipping & handling on items returned to customers.
8. Items for evaluation must be returned within 15 days or the invoice must be paid in full.

DISCREPANCY & SHIPPING DAMAGE

1. Any discrepancies must be reported within 7 days of invoice date.
2. Lost or damaged package must be reported within 24 hours from delivery date.

