



Return Merchandise Authorization (RMA) Policy and Procedures

Connected Solutions Group LLC (CSG) is committed to providing our customers with excellent service and a positive experience, as customer satisfaction is a top priority and, therefore, we strive to ensure that your order is received intact and exactly as you ordered it. However, in the event that a return is unavoidable, CSG is pleased to offer a 30-day return policy on select items as offered by our vendor partners. Additional information and updates on return policies can be obtained from your CSG representative, for manufacturer information contact or call RMADepartment@thisiscsg.com. Therefore, our policy for returns is set forth as follows:

To submit a request for RMA approval, please fill out the following link - <https://connectedsolutionsgroup.com/contact/rma-form/> or contact the RMA department directly at RMADepartment@thisiscsg.com

Once your request is submitted, our RMA department will review it and will provide a resolution or update to you within 3 business days. Any request received without proper contact information will not be processed.

Return Policy Exceptions

Return requests for replacement or refund will only be processed if the item is reported defective within the stated warranty term. **See applicable stock warranty for details.** Buyer's remorse returns requesting a refund are reviewed and decided on a case-by-case basis and must be submitted within 30 days from the purchase date. Moreover, return shipping cost and re-stocking fee(s) apply. Approved units must be returned within 5 business days from the issuance date.



Return Limitations

- a) **Nontangible “goods”** such as performed services and or labor fees are not subject to refunds and are prohibited
- b) **Defective Product Returns.** Customers may return certain **defective** products directly to participating wholesalers within fifteen (15) days of the invoice date and at CSG’s discretion either issue a credit, replacement, exchange, or repair. After fifteen (15) days, only pertinent manufacturer warranty(s) apply. It is the consumer's responsibility to inspect the hardware for defects within the initial 15-day period.
- c) **Non-Defective Product Returns.** Only with the explicit consent from CSG may customers return certain “non-defective” products. Said returns are only applicable within thirty (30) days of the invoice date. Customer’s credit or exchange may be issued, minus a restocking fee; this will reduce the value of any such credit or exchange by a minimum of fifteen percent (15%).

Customer Shipment of Returned Merchandise.

- a) **Return Merchandise Authorization (RMA) Number.** - Absolutely no returns regardless of the product or product type will be accepted, unless they are accompanied by a unique RMA number. RMA numbers are only obtained by providing the following information to the CSG RMA department: Name (that is on the Purchase Order) The subsequent invoice number. Product(s) serial number(s) Summary in detail of the discrepancies with the said product(s). Pending an RMA number is warranted and thus provided, the customer has five (5) business days from the issuance to return the product(s) Returns made after the five (5) day period and or those received without a valid RMA number will be considered “**UNAUTHORIZED**” Furthermore, CSG reserves and exercises the right to refuse any returns deemed “unauthorized.”
- b) **Returned Products Must Be Complete.** Any incomplete returns will be refused. All returns **MUST BE COMPLETELY** returned (no exceptions.) This includes all the original boxes, packing materials, manuals, blank warranty cards, and any other accessories that were enclosed. CSG reserves the right and will refuse incomplete returns.
- c) **Customer Shipping Insurance.** The customer is strongly advised when shipping returns to purchase adequate insurance to cover for loss and or damage in transit. It is also highly recommended that the customer uses a shipping method that provides proof of delivery. CSG is not responsible for loss and or damaged returns during shipment.

Merchandise Damaged in Transit

- a) **Refusal to Receive Damaged Products.** If the customer receives a package from CSG damaged, The **Customer should REFUSE** to accept delivery from the carrier. If the customer



does accept delivery of a damaged package, The customer must do the following: (i) note the damage on the carrier's delivery record, so that CSG may file a claim; (ii) save, the merchandise as is, *AND* the original box and packaging it arrived in; and (iii) promptly notify CSG either by calling the CSG RMA department or by contacting the vendor's account manager to arrange for carrier's inspection and pickup of the damaged merchandise. If the customer fails to comply with these instructions within fifteen (15) days of the delivery, The customer will be deemed to have accepted the merchandise "as is". Furthermore, said merchandise will be subject to CSG's normal return policy, as described above, and all current manufacturer warranties and restrictions will still apply.

Credits

Any credit(s) issued to the customer under this return policy must be used within one (1) year (365 days) from the date credit was issued. Credit(s) granted to the customer regarding return(s) can only be used for future transactions. Any unused credit(s) not used within the one (1) year period will expire.

Replacement Units

Connected Solutions Group LLC offers a 180-day replacement policy s for A-stock devices and a 90-day replacement policy for UD-Stock devices.

If and or when your replacement request is approved, **proof of shipment of the defective unit(s) is required before replacement units will be shipped.** The RMA department will follow up with the customer 5 (five) business days after approval if the faulty equipment is not returned. Otherwise, replacements will not be shipped until defective unit(s) are received or CSG has obtained proof of delivery. Replacements will be shipped immediately if they are in stock contingent on the proof of shipment. If replacement units are not in stock, shipment timelines may vary depending on unit availability and vendor lead time. All replacement units (when replacing defective units) are shipped via ground shipping at no cost. Upgraded shipping may be provided upon request at additional cost to customer.

Please be advised that for any replacement request for faulty hardware, that has not been troubleshoot, the RMA department will be contacting CSG support on behalf of the customer to troubleshoot before the final RMA resolution.



In urgent cases where the replacement device needs to be shipped before the original device can be returned, please contact CSG's RMA team at RMADepartment@thisiscsg.com or contact your CSG sales representative. The RMA request will be processed as a 'Refund' and the customer will purchase the new equipment. When the RMA is returned the customer will receive a full refund. If the reason for return is not validated by Connected Solutions Group LLC standard 15% restocking fees will be assessed.

Shipping

Shipping costs will be covered by CSG when RMA requests are approved through our RMA department **except** in cases where the 15% restocking fee applies; in which case the return shipping fees will also be deducted from the refund. Our RMA department will provide return shipping labels.

Approved units must be returned within 5 (five) business days of approval. Failure to do so may result in the revocation of your RMA approval and/or additional processing fees. Orders are processed in the order in which they are received. Expedited shipping orders, such as Priority and Express shipping, are elevated in priority to meet delivery deadline(s). All orders are shipped from our location in Mechanicsville, Virginia. Orders placed are usually processed and shipped within 2-6 business days from the date the order is placed. However, this may vary depending on product availability and quantity. Please note that the tax rate is based on the shipping address and not the billing address.

Lost or Stolen Packages

Connected Solutions Group LLC is not responsible for packages that are delivered to the wrong address due to an incorrect or incomplete shipping address provided by the customer.

If a package shows as delivered to your address but is missing, you must report the loss to Connected Solutions Group LLC within 15 business days from the ship date of your order. Once you have reported your lost package, we will launch an inquiry with our carrier about the lost package and attempt to have it recovered. If the carrier declares the package to be a complete loss, we will reship your order. Any additional shipping charges due to customer error will not be covered by Connected Solutions Group LLC.