

Products & services refund or return policy for:

Pinnacle Office Solutions Ltd.

Pinnacle Networks Inc.

Pinnacle Office Interiors Ltd

(PINNACLE)

Pinnacle (Seller) offers a 15-day return policy on most products sold. Manufacturer restrictions apply to certain merchandise, as detailed below and as updated from time to time. Customer may obtain additional details and any applicable updates from their dedicated Pinnacle Account Manager and may obtain manufacturer contact information by contacting Pinnacle Customer Relations, which can be reached by calling 1-709-747-7468 or by emailing returns@pinnacleoffice.ca

1. Return Restrictions:

- **Defective Product Returns:** Customer may return *most defective* products directly to Seller within 15 days from invoice date so long as a manufacturer tech support case # is provided at time of RMA request. After 15 days, only the manufacturer warranty applies.
- **Non-Defective Product Returns:** Customer may return most *non-defective and un-opened* products directly to Pinnacle within fifteen (15) days of invoice date and receive credit/refund less the shipping/handling cost. If opened, a restocking fee is applicable and will reduce the value of any such credit or exchange by a minimum of twenty-five percent (25%).
- **Restricted, Repair-Only Returns:** Pinnacle returns are for refund only. Customer is to contact manufacturer directly for warranty repair/replacement. More information may be provided by the dedicated Seller Account Manager or by Pinnacle Customer Relations.
- **Restricted, Manufacturer-Only Assistance:** Certain products cannot be returned to Seller for any reason—without exception—and customer must contact the manufacturer directly for any required assistance. More information may be provided by the dedicated Seller Account Manager or by Pinnacle Customer Relations.
- **Special Orders:** Products that are considered special orders such as but not limited to (CTO, configured products etc) are non-returnable or may have unique return restrictions that can be provided prior to purchase upon request. More information may be provided by the dedicated Account Manager or by Pinnacle Customer Relations.
- **Return of Software:** Seller offers refunds only for unopened, undamaged software that are returned within 15 days of invoice date based on manufacturers return guidelines. Multiple software licenses may be returned for refund only (i) if specifically authorized in advance by the manufacturer; *and* (ii) if returned *within fifteen* (15) days of invoice date. Virtual license returns policies vary by manufacturer, more information can be provided by the dedicated account manager or by Pinnacle Customer Relations.

2. Customer Shipment of Returned Merchandise:

- **Return Merchandise Authorization (RMA) Number:** No returns of any type will be accepted by Seller unless accompanied by a unique RMA number, which customer may obtain by providing the following information to Pinnacle Customer Relations: customer name, applicable invoice number, product serial number, and details of reason for return. Customer has seven (7) days to return a product after the applicable RMA is issued. Pinnacle reserves the right to refuse any UNAUTHORIZED returns: those that occur after the seven (7) day period or those involving products that are unaccompanied by valid RMA's.
- **Returned Products Must Be Complete:** All Products *MUST BE* returned one hundred percent (100%) complete, including all original boxes, packing materials, manuals, blank warranty cards, and other accessories provided by the manufacturer. Manufacturer packaging must be in pristine condition, no markings or writing or damages. Pinnacle reserves the right to refuse the return of incomplete Products. In addition, Pinnacle may charge a minimum twenty-five percent (25%) restocking fee for returns that are accepted.
- **Responsibility for Shipping Costs:** Pinnacle will not be responsible for any shipping or handling costs for returned products. It is the customers responsibility for shipping the product back to Pinnace in the allotted timeframe. Any other service or insurance is also to be covered by the customer.
- **Customer Shipping Insurance:** Customer is strongly advised to purchase full insurance to cover loss and damage in transit for shipments of returned items and to use a carrier and shipping method that provide proof of delivery. Seller is not responsible for loss during such shipment.

3. Merchandise Damaged in Transit:

- Refusal / Receipt of Damaged Products. If a package containing items purchased from Seller arrives at Customer's address *DAMAGED*, Customer should *REFUSE* to accept delivery from the carrier. If Customer *does* accept delivery of such a package, Customer must: (i) note the damage on the carrier's delivery record so that Seller may file a claim; (ii) save, as is, the merchandise *AND* the original box and packaging it arrived in including shipping box; and (iii) promptly notify Seller either by calling Pinnacle Customer Relations or by contacting the Seller Account Manager to arrange for carrier's inspection and pickup of the damaged merchandise. If Customer does not so note the damage and save the received merchandise and does not so notify Seller within 2 days of delivery acceptance, Customer will be deemed to have accepted the merchandise as if it had arrived undamaged, and Seller's regular return policy, as described in sections 1 and 2 above, and all current manufacturer warranties and restrictions will apply.

4. Credits

- Any credit issued by Seller to Customer under this return policy must be used within two (2) years from the date that the credit was issued and may only be used for future purchases of Product and/or Services. Any credit or portion thereof not used within the two (2) year period will automatically expire.

5. Services, subscriptions & agreements:

- Purchases for any services including Managed Services (Print & IT), Time Blocks, and Service Agreements are non-refundable. Once initiated, the agreement remains in effect until services are cancelled by written notification and/or all time is exhausted from a time block.
- Cancellation of services, subscriptions & agreements can be made monthly or annually depending on the agreement type. Upon written notification being received for any subscription or service, the corresponding agreement will be updated after the next billing cycle. Billing cycles may vary but typically begin on the first day of the month. For instance, a monthly subscription or service is cancelled on June 15, the final invoice will be issued in July and removed from the agreement on the August invoice.
- Addition of services, subscriptions & agreements will be billed based on the month the service was added for the pro-rated amount. For instance, if a Microsoft Office subscription for \$11.00 per month gets added on June 15, there would be an invoice generated for \$5.50 for the month of June, then \$11.00 per month moving forward.