



Warranty & Return Policies

Returns

Goods returned to Data Projections require a return authorization number. Goods returned for reasons other than warranty or defect must be in original, undamaged, unopened and untarnished condition and must include all original packaging, documentation and accessories. Restocking fees may apply to the items being returned. Please consult Data Projections for specifics.

Warranty

All new equipment provided by Data Projections includes each manufacturer's full warranty from the date of invoice. Data Projections will honor all warranty requirements as depot service. Any additional fees outside the manufacturer warranty will be charged accordingly.

Data Projections supplies a 90-day workmanship warranty from the date of completion of said system, unless superseded by an extended warranty, service agreement and/or preventative maintenance agreement.

- During the initial workmanship warranty period of 90 days, Data Projections will respond within 24 business hours of the initial service call during the normal business hours of Monday through Friday, between 8:00 a.m. and 5:00 p.m., except for recognized holidays. Service required outside of normal working hours will be billed at the normal hourly rates for overtime work.
- All additional or custom maintenance agreements purchased will supersede the basic or manufacturer warranty as stipulated in the agreement.
- Data Projections warrants the system to be free of defects in materials and workmanship and fit for the intended purpose. This warranty does not cover equipment or system abuse, misuse including, but not limited to, operating outside of environmental, electrical, temperature or humidity specifications, system alterations neither approved nor performed by Data Projections; or repair by a service facility other than those authorized by the manufacturer.
- Products listed or referenced on this proposal are provided to customer as is. Data Projections expressly disclaims all warranties, express or implied, as to any matter whatsoever related to or referenced to by Data Projections, it's agents or representatives, including but not limited to, the implied warranties or conditions of quality and fitness for a particular purpose.