

Vendor Name	Product Type	Vendor Support Phone Number	Return Allowances (%)				Warranty Period yrs/days	Synnex Credit Period (days)	Synnex Replacement Period (days)	Comments
			Factory Sealed	DOA	Open Box	Total Returns				
3Com (Megahertz)	Networking Hubs Switches (2100-2108,210)	800-NET3COM (800-876-3266)	5	5	5	5	5	0	3Com offers an express swap. Regardless of purchase date, all adapter cards from multipack bundles must go directly to 3Com. Returns must be approved by Product Manager.	
3Com (Megahertz)	Networking Cards Modems PC Cards (2100-2108,210)	800-NET3COM (800-876-3266)	5	5	5	5	5	0	3Com offers an express swap. Regardless of purchase date, all adapter cards from multipack bundles must go directly to 3Com. Returns must be approved by Product Manager.	
3Com (Megahertz)	OEM Networking Cards Hubs (2100-2108,210)	800-NET3COM (800-876-3266)	5	5	5	5	5	0	3Com offers an express swap. Regardless of purchase date, all adapter cards from multipack bundles must go directly to 3Com. Returns must be approved by Product Manager.	
Abit	Motherboards (416)	SYNNEX Tech Support 800-756-2888	5	5	5	5	18 mos.	45	Advanced Swap ok within 45 days. After 45 days Synnex can issue an RMA for warranty repair during the duration of the warranty period. Turnaround time is typical 2 - 3 weeks from date of receipt at Synnex.	
Adaptec	Host Adapters SCSI (1200)	800-959-7274	5	5	0	5	5	30	Advanced Swap ok within 30 days	
Advansor		510-580-0340	5	5	5	5	1	30	Advanced Swap ok within 30 days	

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Alligen	Computer Telephony Hardware & Software (5110-5111)	510-252-9712	5	5	5	5	30	30	Return for credit up to 30 days. After 30 days, return for warranty repair up to 1 year from date of purchase.	
American Power Conversion	Uninterruptible Power Supplies (225)	800-800-4272	5	0	0	5	30	0	Factory Sealed: Credit ok up to 30 days. Open Box or DOA: Contact Vendor directly for replacement. Missing Parts/Incomplete Product: Customer should contact APC directly.	
Arrow Electronics									Please contact PM for all returns until further notice.	
ATI	Video Cards & Multi-Media Products (Retail) (2200-2201)	905-882-2600	5	5	5	5	30	30	Contact Vendor directly for replacement	
ATI	Video Cards & Multi-Media Products (OEM white box part has suffix-OEM) (2200-2201)	905-882-2600	5	5	5	5	30	30	Advanced Swap ok within 30 days. After 30 days customer must contact vendor directly.	
ATI	Video Cards & Multi-Media Products Multi Packs suffix: 30PACK -30PK & 20PACK -20PK (2200-2201)	905-882-2600	0	0	0	0	0	0	Contact Vendor directly for replacement	

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Belkin	Surge Protectors Cables (2261)	800-223-5546	5	5	5	5	90	90	Advanced Swap ok within 90 days	
Belkin	Switches (2261)	800-223-5546	5	5	5	5	90	90	Advanced Swap ok within 90 days	
Compaq	Networking Systems Servers Notebooks (340-350,3410-3411)	1-800-OK-COMPAQ (1-800-652-6672)	2	0*	0	2	30	0	DOA: Customer must first contact Compaq. Compaq may issue a Case # if product is to be returned through Synnex. No Open Box Returns	
Compaq	Monitors (340-350,3410-3411)	1-800-OK-COMPAQ (1-800-652-6672)	2	0*	0	2	30	0	DOA: Customer must first contact Compaq. Compaq may issue a Case # if product is to be returned through Synnex. No Open Box Returns	
Connex	RAID Products (5210)								Please contact PM for all returns until further notice.	
Creative Labs	Multi-Media Products (2200-2203)	800-998-1000	5	5	5	5	30	30	Advanced Swap ok within 30 days	

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DBA Telecom	Power Supplies (5110)	800-663-4476	0	5	0	5	90 days	30	30	DOA: Advanced Swap within 30 days
Diamond	Video Cards (2200-2201)	408-325-7100 (Choose Option #3) or 800-944-2220	5	5	5	5	5	30	30	Advanced Swak ok within 30 days.
Diamond	Multi-Media Products (2200-2201)	408-325-7100 (Choose Option #3) or 800-944-2220	5	5	5	5	3	30	30	Advanced Swak ok within 30 days.
Diamond Flower	(416)	1-510-274-8000	5	5	5	5	2	30	30	DOA: Credit or Advanced Swap ok within 30 days. After 30 days, must get PM Approval.
DYNATRON CORP	CPU Fans	www.dynatron.corp.com	0	5	0	5	1	30	30	Advanced Swap ok within 30 days.
Epson	Printers Scanners Digital Cameras (2260-2261)	800-338-2349	5	5	5	5	2	30	30	Advanced Swap ok within 30 days

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Epson	Supplies (2260-2261)	800-338-2349	5	0	0	5	2	30	0	Factory Sealed: Credit ok within 30 days. Contact Vendor directly for all other issues
Fujitsu	Hard Disks SCSI (1101,1102,1103)	No Excuse Warranty 800-626-4686	5	5	5	5	5	30	30	Advanced Swap ok within 30 days.
Fujitsu	Hard Disks IDE (1101,1102,1103)	No Excuse Warranty 800-626-4686	5	5	5	5	3	30	30	Advanced Swap ok within 30 days.
Fujitsu	Hard Disks 2.5" (1101,1102,1103)	No Excuse Warranty 800-626-4686	5	5	5	5	3	30	30	Advanced Swap ok within 30 days.
Fujitsu	Mag-Optical (1101,1102,1103)	No Excuse Warranty 800-626-4686	5	5	5	5	1	30	30	Advanced Swap ok within 30 days.
Giga-Byte	Motherboards (416)	SYNNEX Tech Support 800-756-2888	5	5	5	5	2	30	30	DOA: Advanced Swap ok within 30 days. After 30 days Synnex will issue a warranty repair RMA for the duration of the warranty period.

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Hewlett Packard	BTO Channel Assembly (3101,3103,3111)	970-635-1000	0	0*	0	0	3	0	0*	DOA: 1 unit from each order can be returned within 15 days without PM exception approval. For PM exceptions, customer service must contact Laura Verdeck (primary) or David Dennis (secondary) Factory Sealed & Open Box: No returns allowed.
Hewlett Packard	"T"Models (3100-02, 3110-12, 3130-31)	970-635-1000	0	3	0	3	3	0	0	DOA: Can return within 30 days from ship date. Must be current. No EOL. All Systems/BTO's requires PM approval from George Lutkitz.
Hewlett Packard	SureStore DLT (3144)	970-635-1000	0	3	3	3	3	30	30	Singles from DLT tape drive multi-packs can be returned for credit for up to 30 days. Customer to receive 1/10th of COST price (not sale price) of a 10 pack or 1/5th of COST price for a 5 pack. To swap, replace with the single part #'s.
Hewlett Packard	Travan (3144)	970-635-1000	0	3	3	3	3	30	30	Singles from Travan tape drive multi-packs can be returned for credit for up to 30 days. Customer to receive 1/10th of COST price (not sale price) of a 10 pack or 1/5th of COST price for a 5 pack. To swap, replace with the single part #'s.
Hewlett Packard	All Other Tape Products (3142)	970-635-1000	0	3	3	3	2	30	30	Advanced Swap ok within 30 days.
Hewlett Packard	CD-RW Drives (3145)	970-635-1000	0	3	3	3	1	30	30	Swap by vendor.

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Hewlett Packard	Storage Media (3144)	970-635-1000	0	3	3	3	5	30	Swap by vendor.	
Hewlett Packard	Omnibooks Mobile PC (3100-02, 3110-12, 3130-31)	970-346-8682	0	3	0	3	1 - 3 yrs (Depending on the Model)	0	DOA: Can return within 30 days from ship date. Must be current. No EOL. All returns require PM approval from George Lutkitz.	
Hewlett Packard	Desktop PCs (3100-02, 3110-12, 3130-31)	970-635-1000	0	3	0	3	3	0	DOA: Can return within 30 days from ship date. Must be current. No EOL. All returns require PM approval from George Lutkitz.	
Hewlett Packard	Network Servers (3120)	970-635-1000	0	3	3	3	3	30	Swap by vendor.	
Hewlett Packard	Networking Products (3140)	970-635-1000	3	0	0	0	Varies (contact vendor)	30	Factory Sealed: Returnable for Credit within 30 days. DOA & Open Box: No Returns--contact HP directly (End Users: 970-635-1000; Reseller with HP Outlet ID: 800-544-9976; Reseller without HP Outlet ID: 800-552-8051).	
Hewlett Packard	Printers Output Devices (3141,3150,3160*,3170)	208-323-2551	3	3	1	3	Varies (contact vendor)	60/45/30	Factory Sealed: Credit OK within 60 days. DOA: Advanced Swap OK within 45 days. Open Box: Credit within 30 days and 10% restocking fee. *3160--See model list below for special DOA procedure	

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Hewlett Packard	Printers Output Devices (3160) *See Model List in comments at right	208-323-2551	3	0	3	3	Varies (contact vendor)	60/30	60/30	Factory Sealed: Credit OK within 60 days. Open Box: Credit within 30 days & 10% restocking fee. DOA: End user to contact HP for support & on-site repair on all DOA's for the following printers: C4265A (8150) C4266A (8150N) C4267A (8150DN) C4268A (8150MFP) C4269A (8150HN) C7096A (8550)
Hewlett Packard	Print Cartridges Toner Paper (3190)	208-323-2551	3	3	1	3	1	60/45/30	60/45/30	Factory Sealed: Credit OK within 60 days. DOA: Advanced Swap OK within 45 days. Open Box: Credit within 30 days with 10% restocking fee (Open Box only).
Hewlett Packard	Monitors Display Products (3100-02, 3110-12, 3130-31)	970-635-1000	0	3	0	3	1 - 3 yrs	0	0	DOA: Can return within 30 days from ship date. Must be current. No EOL. All returns require PM approval from George Lutkiz.
Hewlett Packard	Scanners Input Devices (3180)	970-635-1000	3	3	1	3	Varies (contact vendor)	60/45/30	60/45/30	Factory Sealed: Credit OK within 60 days. DOA: Advanced Swap OK within 45 days. Open Box: Credit within 30 days with 10% restocking fee (Open Box only).
Hewlett Packard	Support Pack (3191)	970-635-1000	0	3	3	3	Varies (contact vendor)	30	30	Part #'s that begin with an "H" and end with an "A" are returnable to SYNnex within 30 days. Must not be End of Life and credit is for current price.
Hewlett Packard	e-Support Pack (3191E)	970-635-1000	0	3	3	3	Varies (contact vendor)	30	30	Part #'s that begin with an "H" and end with an "E" are returnable to SYNnex with Product Manager Approval.

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Hewlett Packard	Select Express Netserver (3121)	970-635-1000	0	3	3	3	Varies (contact vendor)	30	30	See Sheryl Ashworth ext. 4044
Hitachi	Hard Disk Drives (1101,1102,1103)	408-941-7043	5	5	5	5	2.5" 3 yrs 3.5" 5 yrs	30	30	Advanced swap ok within 30 days. After 30 days customer should contact Hitachi.
IBM Disc.	Hard Disk / Mass Storage Products 2.5" IDE (1101,1102,1103)	1-888-426-5214	10	10	10	10	2	30	30	Advanced Swap ok within 30 days.
IBM Disc.	Hard Disk / Mass Storage Products 3.5" IDE (1101,1102,1103)	1-888-426-5214	10	10	10	10	3	30	30	Advanced Swap ok within 30 days.
IBM Disc.	Hard Disk / Mass Storage Products SCSI (1101,1103,1103)	1-888-426-5214	10	10	10	10	5	30	30	Advanced Swap ok within 30 days.
IBM	Accessories/Options (323,3221,3231,3290)	1-800-772-2227	0	5	0	5	Varies	30	30	Advanced Swap ok within 30 days.

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IBM	Systems (321, 322)	1-800-772-2227	0	1/2	0	1/2	3	0	IBM provides on site service. For DOA , reseller should call 800-426-7272, select Option 2, then Option 3, then ext. 0362. IBM will either replace or issue a Case #.	
IBM	BTO / AAP (3211)	1-800-772-2227	0	0	0	3	0	0	Return to vendor directly.	
IBM	ThinkPad Notebooks (320)	1-800-772-2227	0	1/2	0	1	0	0	IBM provides on site service. For DOA , reseller should call 800-426-7272, select Option 2, then Option 3, then ext. 0362. IBM will either replace or issue a Case #.	
IBM	Terminals Monitors (327)	1-800-772-2227	0	1/2	0	1 - 3 yrs	0	0	IBM provides on site service. For DOA , reseller should call 800-426-7272, select Option 2, then Option 3, then ext. 0362. IBM will either replace or issue a Case #.	
IBM	Electronic Service Pack (3280)	1-800-772-2227	0	0	0	-	0	0	No Returns allowed.	
Inclose Design	Cool Product (1120)	408-225-2540 www.inclose.com	5	5	0	5	30	30	Advanced Swap ok within 30 days. After 30 days customer must contact vendor directly. No Open Box returns allowed.	

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Infonet Solutions/ InStor Solutions									Contact PM for all returns until further notice.	
Intel	Motherboards (460)	Technical Support 800-628-8686 IPD Customer call Intel Cross Ship Program 888-614-7884	5	5	0	5	30	30	Advanced Swap ok within 30 days. After 30 days customer must contact vendor directly. No case number required.	
Intel	Boxed Processors (460)	800-321-4044	0	0	0	3	0	0	Factory Sealed: No Case # required. DOA or Open Box: Return via Synnex only with an Intel case#.	
Intel	Networking Products NIC (2103,2106,2108)	1-916-377-7000	0	0	0	0	30*	30*	DOA: Credit or Advanced Swap ok within 30 days (no case # required). After 30 days, customer must contact vendor directly for warranty repair/replacement. Factory Sealed or Open Box: Get PM Approval on all returns.	
Intel	Networking Products All Others (2103,2106,2108)	1-916-377-7000	0	0	0	Varies	30*	30*	DOA: Credit or Advanced Swap ok within 30 days (no case # required). After 30 days, customer must contact vendor directly for warranty repair/replacement. Factory Sealed or Open Box: Get PM Approval on all returns.	
lomega	Mass Storage Products (1112, 1120)	1-888-446-6342	5	5	5	1	30	30	Advanced Swap ok within 30 days. After 30 days, customer should contact vendor.	

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Kodak	Storage Media (1112)	1-800-866-5533	5	5	0	5	Lifetime	30	30	Factory Sealed & DOA: Credit or Advanced Swap ok within 30 days. After 30 days, customer to contact Dan Giannini @ 650-591-1632 or fax:650-591-8726 or gsmcompany@aol.com for RMA approval. No Open Box returns.
Kodak	Digital Cameras (2254)									PM Approval is required on all returns.
Kingston Technology	Networking Products (210)	800-453-2620	0	5	0	5	5	30	30	PM Approval is required on all returns.
Kingston Technology	Memory (470)	800-435-0636 714-435-2600	0	5	0	5	Lifetime	30	30	PM approval is required on all returns. No Returns for credit for 'ValueRam' products--No Exceptions! For ValueRam, customer is to call 800-337-3719 x1810.
Lexmark	Hardware Accessories Printers (2261)	800-292-5885	5	5	5	5	1	30	30	Advanced Swap ok within 30 days.
Lexmark	Supplies (2260)	800-292-5885	5	0	0	5	1	30	0	Factory Sealed: Credit ok within 30 days. DOA or Open Box: Contact vendor directly.

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Lite-On	CD Roms (1120)	800-756-2888	5	5	5	5	14	14	Warranty repair is 16 months.	
Maxtor	Hard Disks SCSI (1102)	1-800-2MAXTOR www.maxtor.com	5	5	5	5	30	30	DOA : Advanced Swap ok within 30 days. After 30 days, customer should contact vendor.	
Maxtor	Hard Disks IDE (1101)	1-800-2MAXTOR www.maxtor.com	5	5	5	5	30	30	DOA : Advanced Swap ok within 30 days. After 30 days, customer should contact vendor.	
Megahertz (See 3Com)									See 3Com for Return Allowances.	
Microsoft (OEM) (465)	Windows & DOS (465)	800-227-6197	0	0	0	0	0	0	Contact Vendor directly.	
Microsoft (465)	Media (465)	508-616-4299	0	0	0	0	0	0	If defective, customer to call Quebecor Integrated Media, the manufacturer of the software.	

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Microsoft (OEM) (465)	Mice (465)	800-325-1233	0	5	0	0	30	30	Advanced swap and DOA: single unit exchange from multi-paks ok using the following single replacement part #'s: (10 pk) #MSP-673-00277 = (Single) #MSP-IMOUSE-HP #MSP-365-00065 = # MSP-MOUSE #MSP-854-00077 = #MSP-MOUSE #MSP-954-00070 = #MSP-MOUSE DS/2	
MITAC	Systems (410)	SYNNEX Direct throughout the warranty period: 800-756-2888	0	0	0	0	0	0	2 Year Warranty: 1st year includes parts and labor; 2nd year includes parts only. Credit returns must be approved by PM. Replacements do not qualify.	
MITAC	Smart Footprints System Family: Avenis LCD (MLP), Essentia book size (MBK), MINote Notebook (MNB), Essentia LCD (MLC ESSVIEW) (420)	SYNNEX Tech Support 1-800-756-2888	0	W/17 days	0	0	7/30	7/30	Advanced swap ok within 7 days. within 30 days customer must contact reseller. After 30 days reseller must contact Synnex customer service for warranty repair. Warranty: 1 year parts and labor. For out of warranty repair customer must contact Mitac USA @ 510-252-6006, Ms Tracy Zhou	
MITAC	Cases (415)	SYNNEX Direct throughout the warranty period: 800-756-2888	5	5	5	5	30	30	Advanced Swap ok within 30 days. For credit to enduser and verification of warranty, reseller must provide proof of purchase.	
MITAC	Motherboards (416)	SYNNEX Direct throughout the warranty period: 800-756-2888	5	5	5	5	30	30	Advanced Swap ok within 30 days. For credit to enduser and verification of warranty, reseller must provide proof of purchase.	
MITAC	Modems Video Multi-Media (415)	SYNNEX Direct throughout the warranty period: 800-756-2888	0	5	0	5	0	0	Return for in-house repair only. For verification of warranty, reseller must provide proof of purchase	

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MITAC	Monitors (Lite on Brand)	SYNNEX Direct throughout the warranty period: 800-756-2888	5	5	0	5	30	30	Advanced Swap o.k. within 30 days. After 30 days in-house repair only. For verification of warranty, reseller must provide proof of purchase. Warranty includes 3 year parts and labor.	
MITAC	Monitors (Mitac)	SYNNEX Direct throughout the warranty period: 800-756-2888	0	0	0	0	1	0	Return for repair only. 1yr warranty on labor and 3 yr warranty on parts. For verification of warranty, reseller must provide proof of purchase. Repair charges \$70.00/hr. Out of warranty repair charges \$150.00/hr. + charges for parts.	
MITAC Industrial Corp.	MCH224 (5190)	800-756-2888	N/A	N/A	N/A	N/A	1	1 yr	Customer can return defective product to SYNEX for warranty repair up to 1 year from purchase date.	
MITAC Technology Group	Notebooks	Getac 949-699-2888 Fax: 949-699-1442 www.Getac.com or www.Getacusa.com	5	5	5	5	1	30	Factory Sealed: Return for credit by PM approval only. DOA: Advance Swap only for 30 days--no return for credit. DOA over 30 days: Customer to contact GETAC for repair.	
Mylex	(1200)								Get PM Approval on all returns until further notice.	
NEC	Monitors (2251-2253)	800-632-4662	5	5	5	5	3	30	For credit to enduser, reseller must provide proof of purchase	

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NEC	Printers Projectors (2251-2253)	800-632-4650	5	5	0	5	60	60	Factory Sealed: Credit ok within 60 days. DOA: Advanced Swap ok within 60 days. No Open Box returns.	
NEC AMERICA	Hardware, Software License, Software Warranty (5130)	800-TEAM-NEC 800-832-6632	15	15	15	15	30	30	Advanced Swap ok within 30 days.	
Okidata	Hardware Accessories, Printers (2260-2261)	800-OKI-DATA (800-654-3282)	5	5	5	5	60	60	Advanced Swap ok within 60 days	
Okidata	Supplies (2260-2261)	800-OKI-DATA (800-654-3282)	5	0	0	5	60	0	Factory Sealed: Credit ok within 60 days. All other issues: Contact Vendor directly.	
Panasonic	Notebooks & Accessories (3600, 3610)	800-726-2797	5	5	0	5	0	0	Hardware DOA: Reseller to call 1-800-LAPTOP5 & get Panasonic RMA #. Then call Synnex back with Panasonic RMA # & we can send back to Panasonic. Hardware & Accessories Factory Sealed: Return for credit ok within 30 days. No Open Box Returns.	
Plextor	CD ROM Drives (1120)	800-886-3935 rmasupport@plextor.com fax: 408-727-1522	5	5	5	5	90	90	Advanced Swap ok within 90 days.	

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Plextor	Towers (1120)	800-886-3935 rmasupport@plextor.com fax: 408-727-1522	0	0	0	0	2	0	Contact Vendor directly.	
Plextor	Jukeboxes (1120)	800-886-3935 rmasupport@plextor.com fax: 408-727-1522	0	0	0	0	1	0	Contact Vendor directly.	
Praxon	Telephony Hardware (5330)		0	5	0	5	1	90	DOA: Advanced Swap ok within 90 days.	
Princeton	Monitors (2251-2253)	800-7476249	5	5	0	5	3	30	Advanced Swap ok within 30 days. After 30 days, customer will need to call Princeton for repair. No Open Box returns.	
Qlogic		www.qlogic.com	0	0	0	0	1	0	Contact Vendor directly.	
Quality Data Systems (2nd Source)	Toshiba, IBM, Compaq and Hewlett Packard	Adam Pettit (888) 404-9406	0	5	0	5	0	0	Contact PM for approval on all returns.	

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Quantum	Hard Disks SCSI (1102)	1-800-2MAXTOR www.maxtor.com	5	5	5	5	30	30	DOA : Advanced Swap ok within 30 days. After 30 days, customer should contact vendor.	
Quantum	Hard Disks IDE (1101)	1-800-2MAXTOR www.maxtor.com	5	5	5	5	30	30	DOA : Advanced Swap ok within 30 days. After 30 days, customer should contact vendor.	
Quantum	Tape Back Up Drives (1111,1112)	800-826-8022	5	5	5	5	30	30	DOA : Advanced Swap ok within 30 days. After 30 days, customer should contact vendor.	
RAMP Networks	Networking (210)	888-726-7638	0	0	0	0	0	0	No Returns allowed. Call vendor.	
SAMSUNG	Hard Drives CD-Roms (1120)	408-544-5613	5*	5*	5*	5*	30*	30*	PM Approval required on all returns. After 30 days, customer will need to contact Samsung directly.	
Sceptre Technology	Monitors (4300)	Customer Support/ Technical Support (626)369-3698	5	5	5	5	30	30	Warranty includes parts, labor and CRT. Advance swap within 30 days. After 30 days Synnex will issue an RMA for warranty repair for the duration of the warranty period.	

* Please see comments for notes or exceptions

Vendor Name	Product Type	Vendor Support Phone Number	Return Allowances (%)				Warranty Period yrs/days	Synnex Credit Period (days)	Synnex Replacement Period (days)	Comments
			Factory Sealed	DOA	Open Box	Total Returns				
Seagate	Hard Disks SCSI (1102, 1103)	800-468-3472	5	5	5	5	90	90	Contact vendor directly on all returns after 90 days.	
Seagate	Hard Disks IDE (1101)	800-468-3472	5	5	5	5	90	90	Contact vendor directly on all returns after 90 days.	
Seagate	Network Storage (1300)	800-732-4283	5	5	5	5	60	60	Contact vendor directly on all returns after 60 days.	
Seagate	Tape Drives (TR4 & TR5) (1111)	800-468-3472	5	5	5	5	90	90	Contact vendor directly on all returns after 90 days.	
Seagate	Tape Drives (DAT) (1111)	800-468-3472	5	5	5	5	90	90	Contact vendor directly on all returns after 90 days.	
Seagate	Tape Media (Travan) (1112)	800-468-3472	5	0	0	5	60	0	Contact vendor directly on all returns after 60 days or if not Factory Sealed.	

* Please see comments for notes or exceptions

Vendor Name	Product Type	Vendor Support Phone Number	Return Allowances (%)				Warranty Period yrs/days	Synnex Credit Period (days)	Synnex Replacement Period (days)	Comments
			Factory Sealed	DOA	Open Box	Total Returns				
Seagate	Tape Media (DAT) (1112)	800-468-3472	5	0	0	5	1	60	0	Contact vendor directly on all returns after 60 days or if not Factory Sealed.
Slipstream Computers	Drives & Accessories	888-712-0717	5	5	5	5	1	30	30	Advanced Swap ok within 30 days.
Sony	Monitors Digital Cameras (2253)	800-326-9551	5	5	5	5	3	30	30	Advanced Swap ok within 30 days.
Sony	DVD Retail Kits (1111,1112,1120)	Sony Service Center 1-800-597-5649	0	0	0	0	2	0	0	Contact Vendor directly for all returns.
Sony	CD-Roms Floppy Drives (1111,1112,1120)	800-326-9551	5	5	5	5	3	30	30	Credit ok within 30 days. Between 30 days and 360 days, Synnex will issue return for warranty repair.
Sony	Tape Backups (OEM) (1111,1112,1120)	Sony Service Center 1-800-597-5650	5	5	5	5	3	30	360	Credit ok within 30 days. Advanced Swap ok within 360 days.

* Please see comments for notes or exceptions

Vendor Name	Product Type	Vendor Support Phone Number	Return Allowances (%)				Warranty Period yrs/days	Synnex Credit Period (days)	Synnex Replacement Period (days)	Comments
			Factory Sealed	DOA	Open Box	Total Returns				
Sony	Tape Backups (Retail) (1111,1112,1120)	Sony Service Center 1-800-597-5649	0	0	0	0	2	0	0	Contact Vendor directly for all returns.
StorCase Technology	Storage Products (1120)	888-435-5460	0	0	0	0	3	0	0	All returns: Fax StorCase RMA form to 714-438-1847, Attn: Jed Willett.
Teac	Floppy Disk Drives (1120)	323-726-0303	5	5	5	5	1	1 yr	1 yr	Credit or Advanced Swap ok within 1 year.
Teac	CD ROM Drives (1120)	323-726-0303	5	5	5	5	1	30	30	Credit or Advanced Swap ok within 30 days
Tekram	Motherboards (416)	512-833-1558	0	0	0	0	18 mos.	0	0	DOA: Defective products can be returned to Synnex with a warranty repair RMA. Synnex is responsible to send it to Tekram. No Advanced Swap, Factory Sealed or Open Box Returns allowed.
Tekram	Controller Cards (416)	512-833-1558	0	0	0	0	5	0	0	DOA: Defective products can be returned to Synnex with a warranty repair RMA. Synnex is responsible to send it to Tekram. No Advanced Swap, Factory Sealed or Open Box Returns allowed.

* Please see comments for notes or exceptions

Vendor Name	Product Type	Vendor Support Phone Number	Return Allowances (%)				Warranty Period yrs/days	Synnex Credit Period (days)	Synnex Replacement Period (days)	Comments
			Factory Sealed	DOA	Open Box	Total Returns				
Tektronix (See Xerox)	Hardware Accessories Printers								(See Xerox for return information.)	
Tektronix (See Xerox)	Supplies								(See Xerox for return information.)	
TDK		1-800-835-8326	0	5	0	5	60	60	DOA: Advanced Swak ok within 60 days. Factory Sealed or Open Box: Contact PM for approval.	
Toshiba	CD-ROM Drives (1101,1102,1120)	Technical Support: 805-644-6350 Fax: 805-644-2395	5	5	5	5	30	30	Credit or Advanced Swap within 30 days. After 30 days, customer will need to work with Toshiba (Customer Support: 949-457-0777 or Repair Center: 510-651-6143 or 6798 or fax: 510-623-9893)	
Toshiba	Hard Drives (1101,1102,1120)	Technical Support: 805-644-6350 Fax: 805-644-2395	5	5	5	5	30	30	Credit or Advanced Swap within 30 days. After 30 days, customer will need to work with Toshiba (Customer Support: 949-457-0777 or Repair Center: 510-651-6143 or 6798 or fax: 510-623-9893)	
Toshiba	Notebooks (330-339)	800-457-7777	5*	5*	3*	5*	30*	0	Factory Sealed: Returnable for Credit for 30 days with PM Approval. DOA: Credit only. No Advanced Swaps!	

* Please see comments for notes or exceptions

Vendor Name	Product Type	Vendor Support Phone Number	Return Allowances (%)				Warranty Period yrs/days	Synnex Credit Period (days)	Synnex Replacement Period (days)	Comments
			Factory Sealed	DOA	Open Box	Total Returns				
Toshiba	Systems (330-339)	800-457-7777	5*	5*	3*	5*	0	30*	0	Factory Sealed: Returnable for Credit for 30 days with PM Approval. DOA: Credit only. No Advanced Swaps!
Tyan	Motherboards (416)	510-651-8868 Fax: 510-651-7688	5	5	5	5	3	30	30	Advanced Swap ok within 30 days. After 30 days defective product can be returned under a Warranty Repair RMA to Synnex for the duration of the warranty period.
US Robotics	Modems PC Cards (2100,2101,2102)	877-710-0884	5	5	5	5	5	0	0	All returns must be approved by PM.
Verbatim	Recordable Media (1112, 1120)	East @ 800-554-5924 West @ 800-227-1222	5	5	5	5	5	30	30	Synnex supports warranty issues up to 1 yr. Advance Swaps are ok within 30 days. If product is not manufactured anymore, issue RMA for credit if within 60 days.
Viewsonic	Monitors (2253)		10	10	10	10	Varies (contact vendor)	30	30	Advanced Swap ok within 30 days. After 30 days obtain PM approval.
WatchGuard	Internet Appliance (5120)	www.watchguard.com	5	5	5	5	1	90	90	DOA: WatchGuard hot-swaps box with overnight replacement. Factory Sealed & Open Box: All returns require PM Exception approval and are reviewed on a case-by-case basis.

* Please see comments for notes or exceptions

Vendor Name	Product Type	Vendor Support Phone Number	Return Allowances (%)				Warranty Period yrs/days	Synnex Credit Period (days)	Synnex Replacement Period (days)	Comments
			Factory Sealed	DOA	Open Box	Total Returns				
Western Digital	Hard Disks SCSI Adapters (1101,1102,1103)	1-800-832-4778	5	5	5	5	3	30	30	Advanced Swaps ok within 30 days.
Xerox (Textronix)	Supplies (2270-2271)	800-835-6100	5	0	0	5	Varies (contact vendor)	30	30	DOA: Product must be handled through Xerox. Factory Sealed: Return for credit ok within 30 days.
Xerox (Textronix)	Printers & Accessories (2270-2271)	800-835-6100	5	5	0	5	Varies (contact vendor)	30	30	DOA: Advanced Swap ok within 30 days. Factory Sealed: Return for credit ok within 30 days. Open Box: Printers--return for credit ok within 30 days. Accessories--get PM Exception Approval on all returns.

CARRIER CLAIMS LIABILITY TIME FRAME

FedEx--Express or Ground Service

Damage: Needs to be reported within 15 days after delivery.

Short-Ship: Needs to be reported within 15 days after delivery.

Loss: Needs to be reported within 90 days after ship-date.

UPS

All damages, short-ships, or losses need to be reported within 90 days after ship-date.

* Please see comments for notes on exceptions.

Vendor Name	Product Type	Vendor Support Phone Number	Return Allowances (%)				Warranty Period yrs/days	Synnex Credit Period (days)	Synnex Replacement Period (days)	Comments
			Factory Sealed	DOA	Open Box	Total Returns				

All damages, short-ships, or losses need to be reported within 90 days after ship-date.

Synnex Delivery Service

Damage: Needs to be reported within 15 days after delivery.

Short-Ship: Needs to be reported within 15 days after delivery.

Loss: Needs to be reported within 90 days after ship-date.

LTL Carriers

Damage: Needs to be reported within 90 days. Only if an exception is noted at time of delivery noting damage, will claim be initiated.

Short-Ship: Needs to be reported within 90 days. Only if an exception is noted at time of delivery noting shortage, will claim be initiated

Loss: Needs to be reported within 90 days after ship-date.

For all Carrier Claims Listed Above, the Below Conditions Must Occur:

- 1) Customer MUST report issue within time frame allotted. If the issue is reported past the carriers' allotted time, the request will be denied and *Synnex Information Technologies* will not be held responsible.
- 2) Customer MUST sign an exception at time of delivery, noting any shortage or damage. If the customer does not note any exceptions at the time of delivery, the request will be denied and *Synnex Information Technologies* will not be held responsible.

* Please see comments for notes or exceptions