Terms and Conditions

PrimeArray Systems, Inc. (PrimeArray) will make every effort to ensure complete satisfaction with your purchase. PrimeArray offers free post-sales technical support for the life of the your customized solution.

Our knowledgeable sales and technical support staff have many years of experience in recommending solutions to customers' unique needs. We provide extensive pre-sales technical support to assist you in configuring the right solution for your requirements. Therefore, you are urged to speak with us prior to purchasing to ensure you get exactly what you need – and to avoid unnecessary returns.

Be aware that copy protected and / or encrypted CDs and DVDs (e.g. mp3 files, Hollywood movies) may not be able to be copied and shared onto a CD & DVD Server. It is advisable to send PrimeArray a sample of the disc(s) you want to copy to ensure compatibility.

Return Policy

PrimeArray Manufactured Systems (CD & DVD Servers and Loaders, CD & DVD Duplicators, Network Attached Storage (NAS) & iSCSI storage systems)

PrimeArray manufactured products may be returned within 25 days of receipt for a full refund only if a product defect exists. Because each product configuration is customized to specific requirements there will be 25 percent restocking fee assessed if the returned product is found to be working as designed.

The following conditions apply:
1. Before returning any product, PrimeArray Systems must be contacted to discuss the problem and issue a Returned Merchandise Authorization (RMA) number. Any items received without an RMA will be refused and returned to the sender.

2. Once an RMA has been generated the items must be returned within 10-days of the RMA issue date.

3. Products must be returned, shipping prepaid, in the original box with the original packing materials. All accompanying manuals, discs, cables, power cords, documentation and other accessories must be returned in original condition, free of tears or writing. If any

items are missing, altered or damaged the cost of replacing them will be deducted from the refund.

4. Returns must be insured for their purchased value.

5. The RMA number must be clearly printed on the shipping label - not on the shipping carton.

6. Return must be returned via an insured carrier such as UPS, Fedex, DHL, or Airborne that will provide tracking and proof of delivery. Articles must not be returned via the US Postal Service.

7. The customer is responsible for freight charges and is responsible for ensuring the equipment is returned without damage. Damaged equipment may result in a partial refund.

Distributed Products

As a distributor of certain products PrimeArray cannot offer its own return policy, but must abide by the policies of the manufacturers. If a distribution product is to be returned, a PrimeArray Systems employee will arrange it, if possible. The customer must abide by whatever company return policy governs that item.

Accepted returns will be assessed a 15 percent restocking fee. If you have any questions please contact PrimeArray Systems, Inc.

Product Defects

Items being returned as defective warranty replacements will be tested and certified by PrimeArray Systems. Products labeled as "No Problem Found" may be subject to a testing and handling fee not to exceed $100 per product.

Product defects do not include:
- Failure to integrate with customer or third party hardware and software applications.
- Failure to copy or share CDs or DVDs that are copy protected and / or encrypted.

While PrimeArray Systems will make every effort to resolve your integration or networking problem, PrimeArray will not be held responsible for such issues.

Warranty Policy

PrimeArray products include a one-year warranty for all parts and labor. The customer is responsible for the cost of returning items to PrimeArray. PrimeArray will assume the cost of sending back the repaired or replaced item and will expedite the replacement at the customer's request.

Two-year and three-year extended product warranty plans are available at additional cost.