

# Shipping

Contributed by POSitive Software Admin  
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## Damages

SGMC's DOA Policy does not cover any physical damage that your product may incur in transit. If you receive a product that is damaged in transit, follow these instructions:

- Note any damages on the receipt
- Refuse the shipment (if possible) so that it is returned to SGMC's for freight claim processing. For partially damaged shipments or concealed damage, note damage on receipt and refuse damaged item if possible. Damage claims are the responsibility of the consignee. The shipping cartons, packing and content should be retained in the same condition as received.

### Discrepancies

Upon receipt of merchandise, you have three (3) business days to fax or use any other overnight method to reply in writing as to any discrepancies.

## Refused Orders

Customers will be responsible for a 20% Returns Processing Charge for refused orders in addition to all freight charges. No future orders will be shipped unless this charge is paid.

## Lost Shipments

You will be emailed your FedEx tracking number shortly after placing your order. Track your shipment online at [fedex.com](http://fedex.com). If it has been lost, please contact your sales or credit representative.

## Shipping and Freight

Large, heavy or bulky items may not be eligible for standard shipping and may incur significantly higher freight charges than are shown. Please contact your SGMC's Sales or Customer Service Representative for more information [phil@solanco.com](mailto:phil@solanco.com).

## Backorders

All orders not in stock at time of order will be placed on back order unless purchase order specifies otherwise. Backorders will automatically be filled as the product becomes available. You will be notified only if your backorder has been outstanding for more than (4) weeks.

## Do you ship internationally?

We do ship internationally.

## Has my order shipped?

You can check the status of your order by clicking the "My Account" button at the top of the page. Once you are in the "My Account" page you will see all your recent orders. On the right side of the orders, you will see it's status. Pending - Your payment is pending. This status is used when payment information was received, but the payment has not yet been processed.

## Processed

Your payment has been received and the order is being processed for shipment.

## Shipped

Your order has been shipped. Please note that if an item is on backorder and we shipped a partial order, it will still show as shipped. We will contact you before we place an item on backorder.

## When will my backorder arrive?

Backordered items will be shipped as soon as they are received by our warehouse. You will be contacted when you have placed an order for an item that we can not ship within 48-hours Monday thru Friday. At that time, you will have a choice to either cancel the item or place it on backorder. We will also give you an estimate of when the item should be received by our warehouse.

## My order never arrived.

If you have not received your order in the expected time period, check the tracking information on the shipment. All shipments are shipped using signature confirmation. If it shows it was delivered and you have not received the package, please email our customer service department at [phil@solanco.com](mailto:phil@solanco.com). Please be sure to include the order number. If the shipment is still showing a "processed" status and it has been longer than 2 business days since you placed the order, check your email for either a backorder notice or question regarding the order. If you haven't gotten an email from us or if you still have questions about the order, email our customer service department at [phil@solanco.com](mailto:phil@solanco.com).

#### How do I cancel my order/item?

Orders may be canceled within 30 minutes of placing them. To cancel an order, you must send an email to phil@solanco.com , Please be sure to include the order number and write cancel in the subject line. You will also have to option of canceling individual items when notified that they must be placed on backorder due to lack of stock.

#### Items/parts are missing from my shipment or I received the wrong items.

All shipments are double checked before shipping. First, check the shipment tracking details for you order under the "My Account" section. Many times we will ship orders in more than one box. If you have received all the boxes for your shipment and there are still items missing or you received the wrong items, you must send an email to phil@solanco.com within 24 hours of receiving the last box. You must include in that email, the order number and detailed description of what was missing or incorrect. In the case of missing items, we will do an internal audit and confirm if the item was shipped or not.

#### How much is my shipping?

Shipping charges are shown during checkout. If you are curious what the shipping charges would be on the items you have selected in your cart, login or create an account and proceed to checkout. Make sure you do not process your order before you are ready. Once you hit the process order button, the order is sent to the warehouse. In the rare event that there is a problem with your shipping charges, we will contact you prior to shipping the order.

#### When will my order ship?

Orders generally ship within 24 hours, unless a custom computer system is ordered or the order is on backorder. Please note that our warehouse ships only on Monday thru Friday and does not offer Saturday delivery. If an item or order is placed on backorder, the order will ship out as soon as the product is received by our warehouse.

### Returns

#### How do I return my product?

Before you return any product, you must get a RMA number. If you have not received your RMA number or have any questions, please email our customer service department at phil@solanco.com .

DOA/defective products are returned for REPLACEMENT ONLY with the same product/model. Deviations from this policy may result in a 20% Returns Processing Service Charge.

Defective product must be in original factory carton with all original packing materials

All miscellaneous materials such as manuals, accessories and cables must be included. If any of these materials are missing, your account will be billed accordingly.

The Return Authorization number must be on the shipping label, not the carton. PLEASE DO NOT WRITE ON THE CARTON.

Returns must be shipped prepaid. Products received without an RMA number, freight collect, not approved for return, or in any way not meeting the above criteria, will be refused.

Return Authorization numbers are good for fourteen (14) days only. Any products returned after the expiration date will be refused.

If the product is found to be non-defective, an inspection fee of at least \$25, or 15% per unit, will be billed to your account.

SGMC credits are based on purchase price or current price, whichever is lowest.

ANY DEVIATION FROM RETURN POLICIES WILL RESULT IN THE PRODUCT BEING RETURNED TO YOU WITH NO CREDIT ISSUED.

#### Special Returns

XBoxConsoles - SGMC tracks serial numbers on all consoles. Defective return window is 30 days from original YOURNAMEs invoice date. All console returns must include console, controller, software, AV cable and power cord, original box and packing. Reseller will be billed for missing parts.

XBox Live - Defective return policy is 30 days from date of invoice. XBox needs the subscription code to remove it from their system. If the subscription code is not visible when returned, reseller will not receive credit. All Xbox Live product must include DVD folder with visible subscription code, XBox live communicator, and original box. Reseller will be billed for missing parts.

Xbox Software and Accessories - We will accept defective returns up to 30 days from date of invoice. All software and accessories must be returned for same product replacement only. No credit. We reserve the right to charge 15% restocking charge if returns exceed 1%.

PlayStation Consoles - SGMC tracks serial numbers on all consoles. Defective return window is 30 days from original SGMC invoice date. All console returns must include console, controller, software, AV cable and power cord original box and packing. Reseller will be billed for missing parts.

Playstation Software and Accessories - We will accept defective returns up to 30 days from date of invoice. All software and accessories must be returned for replacement of same product only. No credit. We reserve the right to charge 15% restocking charge or refuse to issue additional RAs if returns exceed 2% of total PlayStation product.

Nintendo Consoles - SGMC tracks serial numbers on all consoles. Defective return window is 30 days from original SGMC invoice date. All console returns must include console, controller, software, AV cable and power cord original box and packing. Reseller will be billed for missing parts.

Nintendo Software and Accessories - We will accept defective returns up to 30 days from date of invoice. All software and accessories must be returned for replacement of same product only. No credit. We reserve the right to charge 15% restocking charge or refuse to issue additional RAs if returns exceed 2% of total Nintendo product.

Philips: All TV, TV/VCR, and Pronto Remote Control product are Factory Warranty only and cannot be returned to SGMC. See complete Philips guidelines here.

Philips End-User Return Policy: Philips DVD, DVD/VCR combo and VCR units have a 90-day OTC exchange warranty for defective units. After 90 days through 1 year, an exchange can be made through Philips for a nominal fee.

Samsung: Samsung will only accept product returns due to the inability of Samsung to service the product on a timely basis. RMA's will be issue only to product that cannot be repaired within 30 days. See complete details.

#### Warranty for SGMC Configured Systems

YOURNAME's standard policy on systems configured by SGMC is a 1-year parts replacement service. We will replace defective parts for 1- year with the same item if available, or with a similar item if a direct model replacement is unavailable, at our discretion. However, product's warranties are provided by the manufacturer. SGMC administers the individual manufacturer warranty, which may include returning defective products to SGMC, sending products to a factory authorized repair center, or factory direct returns. SGMC must abide by the return policies dictated by our manufacturers. Product must have been purchased from SGMC and configured by us. This does not cover abuse by end-user. Vendor must be currently carried by SGMC. SGMC does not guarantee data integrity and is not responsible for its loss. SGMC reserves the right to modify the above terms and conditions at anytime without notification of our resellers.

#### Pricing and Billing

When will my card be charged?

Your card will be authorized the moment you process your order; however, we will not charge your card until your order ships. If your order shows a pending status, that means your card has not yet been charged since the order is still being processed. If you have any questions, please email our customer service department at phil@solanco.com.

I have a question about my charges.

If you have any questions about the charges placed on your credit card, or would like us to review your record, please email our customer service department at phil@solanco.com.

Do I have to pay sales tax?

YOURNAMEs collects sales tax from residents in the states that it has operations. During checkout you will be have sales tax automatically displayed and included if you reside in an applicable state. Otherwise, any sales or usage tax is the responsibility of the purchaser.