

MMax Group (Canada) Inc. Warranty Policy

MMax warrants products are free against defects in material and workmanship.

Duration of Warranty

- CPU:
 - Boxed – One (1) year limited warranty
 - OEM – 30 days limited warranty
- LCD monitors:
 - Please check the [minimum dead pixels guidelines](#) for RMA services.
- Memory modules:
 - One (1) year limited warranty
- Other components:
 - One year limited warranty against manufacturer's warranty (products' accessory excluded), whichever expires first

* For any manufacturer who offers a warranty on Products exceeding one (1) year limited , it is the Buyer's responsibility to deal directly with the manufacturer *

Void Warranty

Warranty will be voided if products are found to have:

- Physical Damage
 - Any damage to products that results from accident, abuse, misuse, natural or personal disaster, or any unauthorized disassembly, repair, or alteration
 - i.e. CPU: obviously broken; burned or cracked die; chipped corner(s); bent or damaged pin(s).
 - i.e. Memory modules: broken chip(s); burned marks on chip(s) or PCB, apparently or later found damaged by manufacturers. MMax reserves the right to claim the cost of replacement/repair from customers.
- Lacking proof of purchases or the serial/lot numbers; date code unmatched against the original invoice(s), products will be returned to customers without RMA services and notifications. Service charges might apply.
- MMax or original manufacturer's label is removed; damaged; torn or swapped.

Return for Credit

- Authorization must be obtained from our sales representative before a product can be returned for credit.
- Products must be received by MMax within one week from the invoice date.
- Products must be returned with an original full packaging and unopened. 20% restocking charges will apply.
- Special order item(s), i.e. item(s) not generally carried by MMax; can be returned for repair or replacement only.
- Shipping and handling expenses are not refundable.

Warranty Claim Procedures and Requirements

To obtain warranty service, please apply the Return Merchandise Authorization (RMA) number through:

- [RMA Online](#)
- [RMA Form in PDF format](#)
 - Please fax or email the completed form to [MMax RMA Department](#)

Walk-in customers without an RMA number will not be served. Customers should test all returned products and fill out detailed problems on the RMA form. *No Fault Found* products will be shipped back to the original sender "freight-collect" and service charges might apply. Proof of purchase is required. An invoice number and date should be stated clearly on the RMA form. An RMA number is valid for two weeks. Any product returned without an RMA number will be refused.

RMA Shipment

- Ship defective product(s) to MMax with freight-prepaid and insured (we would recommend that customers use "Traceable carrier" who provides you with a proof of delivery).
- Return product(s) must be accompanied with invoice copies.
- RMA number must be marked clearly on the shipping label or the package.
- The package has to be properly packed to protect against damage in transit.
- All customer's markings or labels must be removed from merchandise.

MMax Group (Canada) Inc. shall not be responsible for the RMA package lost or damaged in transit. Failure to follow the above requirements might cause your RMA warranty void; suspended; delayed or refused.