

Sales Terms for Online Purchases

All sales made by MacMan, Inc. to its customers are subject to these terms and conditions. Purchaser's acceptance of these terms and conditions shall be made by either (a) Purchaser providing a purchase order number or credit card number to MacMan, Inc. or (b) Purchaser's acceptance of any product from MacMan, Inc., whichever occurs first.

Ordering:

- Prior to placing an order, Purchaser must have an active account with MacMan, Inc. This account must be current and in good standing.
- Purchaser must provide MacMan, Inc. with complete Product order information, including Product description, unit quantity, SKU number, current unit price as provided by MacMan, Inc., and correct shipping address.
- Orders for direct shipment may require prepayment and may be subject to additional fees.

Price:

- All prices are subject to change without notice.
- Prices and availability may change at any time due to industry price changes and costs to MacMan, Inc.
- If there is a significant change in price, MacMan, Inc. will notify you before any order is placed.
- All sales are subject to availability and are not guaranteed.
- All orders and prices will be verified before release.
- All orders are subject to a \$5.00 handling fee.

Shipment and Delivery:

- Orders for direct shipment may require prepayment and may be subject to additional fees.
- If Purchaser requests that MacMan, Inc. prepay and bill Purchaser for freight charges, Purchaser agrees that MacMan retains the right to choose the carrier.
- Additional charges may apply for unusually heavy or large items.
- COD and additional fees may also apply.
- Purchaser shall examine all Products upon receipt and shall notify MacMan, Inc. of all discrepancies and refusal to accept delivery of purchased Product.
- Such notice should be detailed and explain why the purchased Product was refused. Without notice, Purchaser agrees that such Products have been accepted as of the date of shipment.
- If the Product has been ordered and paid for and a Product of equal or greater value cannot be shipped, the price of that particular item, or the deposit paid for that item, will be refunded.

Payment Terms:

- MacMan, Inc. has the right to require that the applicable purchase price be paid prior to shipment.
- If Purchaser wishes to purchase via Purchase Order, Purchaser shall furnish to

MacMan, Inc. all financial information reasonable requested by MacMan.

- There will be a finance charge of 1.5% for late payments.
- There will be a \$20 fee for all NSF checks.

Taxes:

- Purchaser shall pay applicable federal, state, municipal, and other government taxes (such as sales, use, etc.).
- Unless otherwise specified, prices do not include such taxes.
- Exemption certificates must be established with MacMan, Inc. prior to shipment if they are to be honored.

Warranties:

- Product warranties, if any, are provided by the manufacturer of the products.
- MacMan, Inc. makes no warranties whatsoever unless specified in additional terms.

Return Policy

We want you to be happy with your purchase, but we understand that sometimes things need to be returned.

Returns

Unopened item(s) may be returned in the original unopened package within 15 days of your purchase for a full refund in the amount of the then-current price or your original purchase price (whichever is lower, less shipping charges where appropriate).

Opened item(s) may be returned within 15 days for STORE CREDIT ONLY. Certain restrictions and exceptions apply and returns will be subject to a 10% restocking fee.

Exceptions

Opened software, special orders, configure-to-order computers (CTOs sometimes referred to build-to-order or BTO's) and MacMan, Inc. gift cards are not returnable. Special-order custom configurations (CTOs) are subject to restrictions. Most CTOs are not returnable; please reference our full CTO Disclaimer below for more information.

Shipping

Shipping charges to return the product are your responsibility. Product must be unregistered with complete packaging and support material and ready for sale as a new product. A shipping charge will be assessed against substituted merchandise if we are to ship replacement merchandise to you.

Upon the return of an item within the return policy we will verify all parts are included and ensure that there is no user-caused failure of the item. Most often this will happen 'while you wait,' but in the unlikely event that a service technician is required to examine the item and the service department is closed, we will ask that you either leave the item with us or

return when the service department is open so that we may assess the item prior to issuing a refund, credit or exchange.

Refunds

Refunds for returned unopened merchandise will be made as follows:

If payment was made by credit card, refund credit must be issued on the same credit card which was used for the purchase. If payment was made by cash or check, MacMan, Inc. will issue refund payment by check within 7-14 days. NO CASH REFUNDS will be made.

Please contact us at salesinfo@macmancrew.com with any questions about our return policies.

DOA Merchandise

All merchandise that is dead on arrival will be replaced free of additional charge within 7 days of receipt. Beyond 7 days, the product will be repaired according to the terms of the manufacturer's warranty. In the case of factory-refurbished Apple products, replacement of DOA products may also be obtained from their customer support at 800-SOS-APPLE.

Shipping Damages

If you notice shipping damage upon delivery of goods to one or more of the boxes, please note the fact with the driver. Please contact customerservice@macmancrew.com within 7 days of receipt of the damaged parcel. Once a claim has been made, MacMan, Inc. will work with the carrier to have the damaged goods picked up. We will arrange for repair or replacement of your product at no additional charge to you.

Refused Orders

All refused orders will be subject to a 10% restocking fee. Shipping charges are not refundable. In addition, refused orders may be subject to additional shipping charges to cover the cost of returning the products to MacMan, Inc.

Custom Configurations (CTOs) & Special Orders

No returns or refunds will be made for items that are special ordered for you or for unusual custom configurations of systems without the written consent of MacMan, Inc. in each instance prior to purchase. Please consult a MacMan, Inc. service representative with questions.

CTO Disclaimer:

CTO (configure-to-order) products are actually custom-built to fulfill individual orders. Because of this, we charge a 50% nonrefundable deposit for all CTO Macs. The nonrefundable deposit for other products may vary. The remaining balance of your order will be charged when the CTO is ready to ship to you.

CTO products are not typically kept in stock by our vendors and usually require additional shipping times. CTO Macs typically ship in 7 - 10 business days. Shipping may vary for certain products; email salesinfo@macmancrew.com any questions about specific products.

All CTO Apple products have the same 1-year manufacturer warranty as non-CTO configurations. AppleCare can be purchased on CTO Macs, extending the manufacturer warranty up to three years from the date of purchase.

CTOs do not fall under our regular return policy. We do not accept returns or cancellations and all warranties are covered through Apple. If you receive a dead-on-arrival CTO, please contact our tech department at 715-834-7074 or 888-773-5313 or email at techsupport@macmancrew.com

Price Protection Policy

MacMan will, upon request, issue a store credit (which may be used for future purchases) valued with the difference in the sale price if you meet the following conditions:

- Goods have been purchased within (1) week of a price drop or MacMan, Inc. sale
- You must qualify for all special sale conditions.
- This price protection is only valid for identical items or bundles.

Price adjustments from manufacturers which are not part of a special are NOT covered under this policy.

Return Procedure

Returned merchandise cannot be accepted without a Return Merchandise Authorization (RMA). To obtain an RMA, please call MacMan, Inc. 715-834-7074 or 888-773-5313 or e-mail customerserver@macmancrew.com. MacMan, Inc. will NOT accept returns without an RMA. Returns made to a MacMan, Inc. retail store do not require an RMA.

In order to obtain credit for any equipment purchase, you must return the equipment including all manuals, blank registration cards, accessories and packing materials, etc. in the original packaging. The equipment must not be damaged in any way. MacMan, Inc. will NOT accept incomplete returns.

Returned goods must be shipped freight-prepaid and insured or returned to our retail store. For more information, email salesinfo@macmancrew.com or call a MacMan Crew Member at 715-834-7074 or 888-773-5313.