


Hardware Return Policy

Scope

 This area will outlay the return policy procedure.

Items Needed

Return Address :

OIT LLC,
14028 NW 82nd Ave
Miami Lakes FL 33016

Return for Non-Defective Hardware

- All **non-defective** returns must be initiated within 30 days from the purchase date. Returns must be authorized by an OIT employee and subsequently received within 15 business days.
- All products must be received in a new, resalable condition. The condition of the product will be determined at OIT's discretion.
- All products must be received in their original packaging. Products received outside of their original packaging will not be accepted under any circumstances.
- All **non-defective** items are subjected to a minimum 20% restocking fee. A larger restocking fee may apply if returned merchandise is not resalable. (Tamper-proof seal broken, damaged packaging, product scratched, manual or software missing, etc.)
- Packages refused by the customer will be restocked and refunded less 20% **plus** the cost of any postage-due or brokerage fees associated with recovering a refused package.
- Authorized returns will be processed within 7 business days. Unauthorized returns, refused packages and undeliverable packages may take up to 3 weeks for processing and may be refused, returned to you at your expense, or restocked with a fee.
- Make sure the provide the tracking number to orders@oit.co

Return for Defective Hardware

- **Defective** products are subject to the manufacturer's return policy, with certain manufacturers requiring direct returns. For more information on defective returns please refer to [Manufacturer Warranty/RMA Directory](#)
- **Defective** devices under RMA must be received within 30 days of authorization. Failure to return devices within that window, including late arrivals, will result in a charge for the replacement unit.
- All products must be received in a resalable condition.
- Customers are responsible for all return shipping costs, including that for defective merchandise. Shipping is not refundable under ANY circumstances - **Packages that arrive COD or Postage Due will be refused.**
- Make sure the provide the tracking number to orders@oit.co
- **Advanced Replacements will be processed upon request only. Advanced Replacement orders are charged at the time of their purchase.** All advanced replacement units will be billed upon shipment. If our engineers deem the original unit defective, a store credit will be issued for the advance replacement. If the original unit is not deemed defective or is able to be repaired, it can be returned to you and no credit will be applied to the advanced replacement order. If preferred, a store credit, less a 20% restocking fee can be issued

Return for Rental Hardware

- All products must be received in a new, resalable condition.
- All damaged rentals will result in a return fee. The condition of the product will be determined at OIT's discretion.
- All products must be initiated within 30 days to avoid charges on the next bill cycle.
- Customers are responsible for all return shipping costs. Shipping is not refundable under ANY circumstances. - **Packages that arrive COD or Postage Due will be refused.**
- Make sure the provide the tracking number to orders@oit.co