

3rd Party Cross shipment terms:

On rare occasions cross shipments may be deemed necessary when an RMA is issued. In these situations:

1. The cross shipment must be authorized by PNY management
2. The customer must agree to pay a non-refundable \$30 shipping & handling fee for the expedited shipment (Quadro products are excluded from this fee)
3. The customer must agree to pay for the cost of the cross ship part. The customer will receive credit for the cost of the part only when the RMA part is received by PNY within a 30 day period from the RMA transaction date.
4. The customer must provide a valid credit card number for the \$30 shipping & handling fee and the cost of the cross ship part.
5. If the defective part is not received by PNY within a 30 day period from the RMA transaction date, PNY reserves the right to refuse delivery and decline crediting the customer for the RMA part.

PNY is not responsible for lost or misdirected mail sent via USPS (U.S. Postal Service). The consumer is responsible for all shipping costs. When shipping from outside the United States this will include freight, duty, customs fees and taxes.

By requesting this option the customer agrees to the above terms and conditions.