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## ONLINE PURCHASES

### Privacy Policy

MOBA Americas understands the importance of maintaining our customers' privacy online. In a time of spam e-mail, and credit card fraud we understand our customers have the right to know how personal information is handled.

What information does MOBA AMERICAS need from me?

When placing an order on this or any other site certain information may be needed to process the order. Your name and billing address associated with the credit card you are using, your credit card information, e-mail address and shipping address.

Why do you need more than one address from me?

In most cases MOBA AMERICAS only needs one address, as long as your product is shipping to the same location as your billing information. In order to eliminate credit card fraud your billing information must match the credit card you provide. MOBA AMERICAS will ship to any location within the continental U.S. Your shipping information does not need to match the billing information.

What happens to my information when I send it?

The information you provided us will be used only to complete your order. When your credit card is processed, the billing address you provided is then matched to protect against fraud. Only your shipping address and product information goes to our shipping department, all billing and credit card information is kept with the original invoice in our system.

Will my e-mail address be given out?

MOBA AMERICAS does not sell or give out any personal information including your e-mail address to any third-parties. The information you provide to us, stays with us. MOBA AMERICAS may send out newsletters and we will use your e-mail address to keep you informed on new products and specials. If you do not wish to receive this information, please let us know upon ordering and your e-mail will not be stored in our database.

When using this website, you are subject to the terms in this privacy policy. We will keep your information confidential and secure. Please e-mail us with any questions or comments about this policy.

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### Shipping Policy

MOBA AMERICAS ships via best way on all orders, based on type of shipment. In the event the shipment is un-deliverable, MOBA AMERICAS reserves the right to cancel your order and issue a full refund.

When will my product be shipped out?

Most products ordered will ship within 1-2 business days, some exceptions may include back ordered and/or direct ship items.

How long will it take to receive my product?

If the product is in stock most orders are received within 3-6 business days depending on your location. Non-stock, special order and out of stock items may take longer to be received. If you would like to check inventory or estimated ship date please contact us.

### Tax

Items sold by MOBA AMERICAS and shipped to destinations in the United States may be subject to sales tax. Tax may be added to the order and are the responsibility of the buyer.

MOBA AMERICAS reserves the right to change this offer at any time.

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## Warranty

Products manufactured by MOBA AMERICAS carry a 90 day warranty against defects in materials and craftsmanship. The Warranty is Limited to ninety days from the date of sale and limited solely to the parts purchased directly from MOBA AMERICAS. All products that are in question of Warranty must be returned shipping prepaid to MOBA AMERICAS and must be accompanied by a dated proof of purchase receipt. Warranty is limited to the original purchaser.

Under no circumstances shall MOBA AMERICAS be liable for any labor charged or travel time incurred in diagnosis for defects, removal, or reinstallation of this product, or any other contingent expenses.

## MOBA AMERICAS Service Parts Return Material Authorization (RMA)

### Return Policy

Before returning any items please read the policy below. The information applies only to items purchased directly from MOBA AMERICAS. The issuance of an RMA is an authorization to return a part and application for a Request for Credit. All returns will be evaluated by the MOBA AMERICAS Service Parts Group, Quality Department and/or original manufacturer prior to issuance of a credit.

### General Requirements:

- a) RMA's are initiated by contacting the MOBA AMERICAS Service Parts Department and a detailed description of the problem will be required before issuing an RMA number.
- b) In order to return an item the original Sales Order or Invoice Number must be provided.
- c) The MOBA AMERICAS Service Parts Department will email or fax the RMA Form to you, all returned parts must be accompanied by the completed RMA form and it is recommended a copy be maintained for your records. No returns will be accepted without the completed RMA Form.
- d) The contents and condition of the returned goods must match the contents and condition listed on the form.
- e) The Return Label containing the RMA number must be securely attached to the outside of each container.
- f) Items returned to MOBA AMERICAS must be packaged adequately for shipment to prevent damage and in a reasonably clean condition.
- g) Returns must be shipped Freight and Insurance Prepaid, and any items sent Freight Collect will not be accepted. MOBA AMERICAS will pay shipping charges for the return of product to buyer, except for products returned from outside of the USA.
- h) No credit will be issued for parts that are subject to misuse, abuse, or neglect either by intent or accident. Missing parts from parent parts will either be deducted from the credit, or the incomplete parent will be returned to the customer.
- i) Any alterations to parts or unauthorized repair, unless directed by MOBA AMERICAS, will result in no credit being issued.
- j) In order to receive full credit on general returns, an RMA must be requested within 90 days of purchase.
- k) RMA's will expire after thirty (30) days and items cannot be returned thereafter.
- l) All parts must be complete and returned in their original packaging in "LIKE NEW" condition.
- m) If an item incurs damage due to shipping the customer is responsible for refusing delivery and filing a claim with the carrier / Freight Company at time of delivery.
- n) Failure to meet the above criteria may result in no credit, credit adjustments and/or parts returned to the customer "Freight Collect".

### Warranty Returns:

- a) MOBA AMERICAS has a standard ninety (90) day warranty on all parts and all sales are final at expiration of the ninety (90) day warranty period.
- b) An original Sales Order or Invoice Number must be provided.
- c) Items that fail during the warranty period must have a valid RMA to be returned.
- d) RMA's will expire after thirty (30) days and items cannot be returned thereafter.
- e) With respect to materials, parts and accessories manufactured by others. MOBA AMERICAS will undertake to obtain for customer the full benefits of the warranty. These parts may be required to be returned to the original manufacturer for evaluation and may be subject to testing fees.

**Electronic or Electrical Parts Returns (includes parts in the Exchange Program):**

- a) Electronic parts have a standard ninety (90) day warranty with the exception of Crack or Leaker Lanes (6 months) and Digital Scales (1 year), after these dates all sales are final. Bent rails, pin alignment, damaged covers and bent electrical pins/ connectors are not covered under the standard MOBA AMERICAS warranty.
- b) It is recommended that all electronic / electrical parts are either bench tested or tested on the intended equipment prior to stocking to insure working order.
- c) Some items are eligible for the exchange program; you can contact the MOBA AMERICAS Service Parts Department for a current list.
- d) In order to return an item in the exchange program the customer must provide an original Sales Order or an Invoice Number.
- e) Items not eligible for the Exchange Program must have a valid RMA to be returned and must be returned within thirty (30) days after the warranty claim or the RMA will expire. This is due to Manufacturer Warranty time restrictions. Items with an RMA returned after the 30 day period will be subject to re-stocking fees.
- f) With respect to materials, parts and accessories manufactured by others. MOBA AMERICAS will undertake to obtain for customer the full benefits of the warranty. These parts may be required to be returned to the original manufacturer for evaluation and may be subject to testing fees.
- g) All returned Computers covered by the MOBA AMERICAS warranty or exchange program must be accompanied by a detailed description of the problem/issue with the Computer.

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**ATTENTION:** Products on this website are designed, tested, and listed for equipment manufactured and/or sold by MOBA Americas only, unless otherwise noted. Many products will NOT work for other applications.

We believe all prices and information on our website to be accurate. Prices and information on the website can change without notice. MOBA Americas reserves the right to completely refund your money in the event of a misprinted price. MOBA Americas holds no responsibility for any damages incurred from the products we sell.