



Club Management Software

Warranty and Return Policy

Phone: U.S. (877) GOFigure • Canada (281) 207-0007 • Fax: (281) 749-8151

Hardware Warranty

Go Figure's one-year limited warranty is a defective exchange policy that provides for either repair or replacement (at our sole discretion) of merchandise that has been confirmed as defective by either the manufacturer or Go Figure. Hardware confirmed as defective by the product manufacturer or Go Figure will either be exchanged or repaired at our sole discretion within the first one year of ownership only. After one year the product manufacturer warranty is the only warranty in effect. Terms and conditions may vary by product or manufacturer. Go Figure will assist customers whenever possible in gaining satisfaction with product manufacturers. For assistance or to exchange a defective product please call (877) GOFigure.

All new hardware products carry the full manufacturer warranty. Go Figure warrants all new computers for the first one year from the date of purchase. Computers arriving defective must be returned to Go Figure no later than 30 days from purchase.

- Please return all products 100% complete (unless instructed otherwise) including all original manufacturer boxes with the UPC code and packing materials, all manuals, blank warranty cards, accessories and any other documentation included with the original shipment. RMA approval is contingent upon, among other things, the products being 100% complete.
- Customer is responsible for shipping charges to Go Figure's distribution center for all products being shipped for exchange or replacement. Products exchanged or replaced will be shipped by Go Figure to Customer, at Go Figure's expense, using the same shipping method as was used by Customer to ship the original products back to Go Figure.
- Customer is responsible for all risk of loss and damage to products being shipped for return, exchange or replacement. Please fully insure return shipment in case of loss or damage. Please use a carrier that is able to provide you with proof of delivery such as UPS, Federal Express or Airborne Express. This is for your protection as well as to ensure quick action on your return.

Failure to return a product within the applicable return period will be deemed to be an acceptance of the product.

Return Merchandise Authorization

All product returns must have a Returned Merchandise Authorization issued by Go Figure.

To request an RMA and shipping instructions, including the return shipping address for the product, please contact our friendly customer service representatives. RMAs are valid for 30 days from the date of issuance. Again, all returns will be processed and fully inspected after they arrive in our warehouse. All products must be returned in original condition including packaging, documentation, warranty cards, manuals, and accessories. Returns that do not include all peripherals may be returned to the customer or charged on a per item basis. This applies both to the product and its packaging. Please do not tape or write on the item or its packaging and do not use the manufacturer's box as a shipping carton.

PLEASE NOTE: A Return Authorization number does not imply that credit or exchange will be issued. It is only an authorization to return a product to us for evaluation. We reserve the right to reject any return based on its condition or non-compliance with our return policy.

Please include a copy of your Invoice/Packing slip together with a complete letter of explanation.

Return Options

Option 1: Return the computer or hardware to us for repair.

For all Computers or hardware sent to Go Figure for repair there is a 10-15 business day turn around time after we receive them in our office. Products exchanged or replaced will be shipped by Go Figure to Customer, at Go Figure's expense, using the same shipping method as was used by Customer to ship the original products back to Go Figure.

Option 2: Replacement Sent Out

If you would like to have a replacement computer or hardware sent to you immediately, we require that you purchase the hardware being sent to you. Go Figure will, upon receiving the defective product from you, credit you back for your purchase. All returns will be processed and fully inspected after they arrive in our warehouse. Damage caused by misuse is not refundable.

Damaged Products

If Customer receives damaged products; please refuse the products upon original delivery attempt. If damaged products are accepted from the carrier, such damage should be noted on the carrier delivery record. Please save the product and the original box and packaging and notify Go Figure immediately to arrange for a carrier inspection and a pickup of damaged products. Please notify Go Figure Customer Relations at (877) GOFigure of damaged products WITHIN THE FIRST 10 DAYS of receipt. Timely receipt of this information is necessary for Go Figure to file a damage claim.

Limitation of Liability

NEITHER GO FIGURE NOR ITS AFFILIATES WILL BE LIABLE FOR LOST PROFITS, LOSS OF BUSINESS OR OTHER CONSEQUENTIAL, SPECIAL, INDIRECT OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY. NEITHER GO FIGURE NOR ITS AFFILIATES WILL BE LIABLE FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST OR CORRUPTED DATA OR SOFTWARE OR THE PROVISION OF SERVICES BY THIRD PARTIES. CUSTOMER AGREES THAT FOR ANY LIABILITY RELATED TO THE PURCHASE OF PRODUCTS OR SERVICES PROVIDED DIRECTLY BY GO FIGURE OR ITS AFFILIATES, NEITHER GO FIGURE NOR ITS AFFILIATES ARE LIABLE OR RESPONSIBLE FOR ANY AMOUNT OF DAMAGES ABOVE THE DOLLAR AMOUNT PAID BY CUSTOMER FOR THE PRODUCT(S) OR SERVICE(S) GIVING RISE TO THE CLAIM.

Go Figure will not be responsible for any delays in delivery which result from any circumstances beyond its control, including without limitation, product unavailability, carrier delays, delays due to fire, severe weather conditions, failure of power, labor problems, acts of war, terrorism, general insurrection, acts of God or acts of any government or agency.

Unauthorized or Refused Returns

Go Figure does not recognize unauthorized returns or exchanges. Go Figure reserves the right to refuse packages without a Return Merchandise Authorization number.

Go Figure will charge a 15% restocking fee plus shipping charges for refused shipments. Additional charges may apply if all peripherals and accessories are not returned in the original, unopened packaging.