

Sales Terms & Conditions

Thank you for your purchase from Cascade Asset Management, LLC. We are proud to sell quality rebuilt and used computer and office electronic equipment. Cascade hopes you are happy with your purchase. In the event of any unforeseen problems, we offer the following information on our warranty and after sales support.

Hardware Support

Cascade Asset Management, LLC (Cascade) provides a thirty (30) day warranty from the date of invoicing on all computer hardware purchased. This warranty provides that the hardware will perform to the original manufacturer's specifications as demonstrated by the manufacturer's diagnostics. Cascade's sole responsibility is to replace or repair, at its option, any defective component. The defective hardware must be returned to Cascade accompanied with a return authorization number issued by Cascade (you must call to receive this number) and the replacement or repair will be performed within a reasonable period of time, not to exceed one week (not including transportation time). In the event a replacement or repair is impossible, a refund in the amount of the original purchase price will be provided.

Documentation

Cascade typically does not receive manuals or startup diskettes through its collection efforts. Therefore, these items are not guaranteed to be provided with your purchase.

Customer Modifications

Any modification to the hardware's operating system or hardware configuration done by the customer voids any warranty. Work done by Cascade to correct problems caused by such modifications will be performed at our published labor rates of \$70.00 per hour with a minimum charge of \$50.00.

Return Policy

Any purchase may be returned for any reason within the first thirty (30) days after purchase. Cascade will refund the original purchase price minus a fifteen percent (15%) of original purchase price restocking fee. The returned product must be in its original purchase condition. Any work necessary to return it to its original condition, including the removal of application software, will be billed at our published repair rates and deducted from the refund.

Returned merchandise must be delivered to Cascade prepaid by the customer. Cascade will cover normal shipping costs for replacement parts or items sent to customer as a part of this warranty agreement. Expedited shipping requested by the customer will be charged directly to the customer.

Limitation of Liability

Cascade is not responsible for any incidental or consequential damages arising from the use or misuse of the purchased product. In no event, will Cascade's maximum liability exceed the purchase price of the equipment.

Legal Jurisdiction

All legal disputes concerning transactions between Cascade and users of this site will be governed by the laws of the State of Wisconsin.