

# Customer Support

## 1. **Warranty & Return Policy**

All products sold by Mooney's Bay Computer Inc. are covered under Manufactured warranty for Defects. Items may be returned for refund or replacement subject to the manufacturers and/or Mooney's Bay Computer Inc. restrictions. All product returns must have a Returned Merchandise Authorization (RMA) number issued by Mooney's Bay Computer Inc.. To request an RMA, please contact [Customer Service](#).

2. **RMA's** are only valid under manufacturer return policies. The required return date will be communicated upon issuance of a RMA # by Mooney's Bay Computer Inc..
3. **Defective items** may be returned for refund or replacement subject to the following restrictions:
  - All products must be returned in original condition including packaging, documentation, warranty cards, manuals, and accessories.
  - RMA's are only valid for Manufacturer specified return guidelines.
  - Defective consumables are returnable for exchange only.
  - All returns must be shipped freight prepaid. It is best to use an authorized courier who supplies tracking/insurance options, such as UPS, Federal Express, or any other courier that issues a tracking number.
  - For replacements, you will need to place a new order, and when the original item is received, you will be credited in full for the defective product. A new order must be placed in order for the system to cross-ship upon waiting for the returned product.
  - Any returns found to be non-defective are subject to a restocking fee and all non product related fees (shipping, transaction and insurance) are not refundable.
  - Please allow 3-4 weeks for a credit to be issued (shipping and other charges are not credited).

After the first thirty days of invoice, no returns or replacements will be accepted.

Unless otherwise noted, warranty terms apply only to merchandise shipped within Canada. Merchandise forwarded to other international locations may not be covered under the warranty.

## 4. **Order Cancellation**

Mooney's Bay Computer Inc. reserves the right to cancel a sale or to issue a Returned Merchandise Authorization (RMA) for merchandise that is advertised in error, is unexpectedly out of stock, does not conform to specifications, or was shipped in error.

## 5. **Warranty Policy**

Mooney's Bay Computer Inc. is committed to work with you to ensure that every product under warranty performs to the manufacturer's specifications. Please check the item description for warranty details.

The information, services, products, and materials contained in this Site, including, without limitation, text, graphics, and links, are provided on an "as is" basis with no warranty. To the maximum extent permitted by law, Mooney's Bay Computer Inc. disclaims all representations and warranties, express or implied, with respect to such information, services, products, and materials, including but not limited to warranties of merchantability, fitness for a particular purpose, title, noninfringement, freedom from computer virus, and implied warranties arising from course of dealing or course of performance. In addition, Mooney's Bay Computer Inc. does not represent or warrant that

the information accessible via this Site is accurate, complete or current. Price and availability information is subject to change without notice.

**6. Exchange Policy**

Mooney's Bay Computer Inc. cannot accept unauthorized returns or exchanges. Unauthorized returns will be refused and sent back to the customer at their expense. Additional charges may apply if all peripherals and accessories are not returned in the original, unopened packaging.

**7. Note: Warranties and Returns**

If an item needs to be returned, please first request a return authorization number. Credit Returns for incorrectly purchased items must be in the original manufacturer sealed packaging.

## Shipping Rates and Policies

### Online Shipping

Mooney's Bay Computer Inc. makes every effort to ship orders within the time frame specified on each product, unless the product is on back order. Order processing times are contingent upon payment authorization and do not include evenings, weekends, or holidays. Products are shipped via our courier of choice providing the most economical and safest means of transport. Shipping and handling fees are calculated on weight, dimension and destination. If you desire expedited shipping, Mooney's Bay Computer Inc. provides options for both Next Day and Two-Day delivery.

Orders weighing between 2 - 200 pounds may ship ground. For orders over 200 pounds, Mooney's Bay Computer Inc. will ship via common carrier truck. Refused or undeliverable shipments will be subject to a restocking fee of 20%, in addition to applicable shipping, transaction and insurance fees.

Mooney's Bay Computer Inc. does not ship to P.O. boxes.

**Note** - Shipping rates may vary on Special Orders. Please contact [Customer Support](#) to verify.

### Delivery Status

Upon placing your order, our system notifies you via email with the order details. Once Mooney's Bay Computer Inc. has shipped your order, we again notify you by e-mail with the tracking details along with the expected arrival date plus the courier used to transport the order. To check the status of your delivery, click on the appropriate carrier link below. If your shipment is overdue, please wait 24 to 48 hours or contact [Customer Support](#).

### How can I change or cancel my order?

Contact [Customer Support](#) immediately.

We'll do everything possible to accommodate your requests, however there may be a possibility that your order has already been shipped.

### **How and when are confirmations sent out?**

Order confirmations are sent out via e-mail automatically. You will receive an order confirmation within hours of placing your order. You will receive your shipping confirmation once your package has been shipped from our warehouse indicating that we've accepted your order. The shipping confirmation may include a tracking number if the carrier provides this service.

### **I didn't receive an order and/or shipping confirmation. What do I do?**

If you have not received your order confirmation within 24 hours, contact [Customer Support](#).

### **Why was my order backordered and when will I receive it?**

Our product availability policy is designed so that when we say an item is in stock, we mean it. In a few cases, however, we may take your order and find out that our inventory is not what we thought it was (i.e., an item was damaged or defective). In this case, we will notify you via e-mail that it is on backorder and do our utmost to fulfill the order as soon as possible. If you would like us to cancel the item, contact [Customer Support](#).

### **How can I check the status of my order or track my package?**

If you would like to check on the status of your order or track your package(s), log into your Account. Simply go to <http://www.mbc.ca> and click on "My Account". Enter your Account No. and Password and then go to "View Order History". This will show you all the orders you have placed along with shipping status and tracking details. If you need further assistance contact [Customer Support](#).

### **Check Orders and Shipments**

Tracking your order is simple. All you need is the Order Tracking Number and carrier used from the email we sent you when notifying you that your order was shipped.

Click on the appropriate carrier and proceed to track your order.

- [UPS \(United Parcel Service\)](#)
- [CanPar](#)
- [Fed-Ex](#)
- [Purolator](#)

## Request Payment Terms

If you would like to set up a Payment Terms Account (Net30), please contact [Customer Service](#).

### Accepted Payment Methods

Mooney's Bay Computer Inc. currently accept the following payment methods - Payment on Pickup (Requires phone call). Upon placing your order, you will be prompted to select a payment method while completing your Order Information.

### Sales Tax

Orders made with Mooney's Bay Computer Inc. are processed and billed by Mooney's Bay Computer Inc..

All necessary taxes are calculated and applied at the time of check out and are based on doing business with Mooney's Bay Computer Inc. located in Ottawa, ON, CA.

## Terms & Conditions

### 1. Shipping

Mooney's Bay Computer Inc. uses only premium carriers with excellent delivery service.

Please note that a posted shipping time frame is listed on each individual product and may vary from product to product. Therefore scheduled product deliveries will be based on the product having the longest lead time.

The posted shipping time frame is contingent upon payment approval and may be delayed should we experience difficulties getting payment authorization.

There may be occasional delays beyond the posted order processing time. If your order is delayed beyond the posted shipping time frame, Please contact our [Customer Service Department](#).

We are unable to ship to PO boxes.

Whenever possible, we will attempt to ship multiple items together, however we may choose to split ship an order. If you wish to have your order shipped complete, Please indicate so at the time you place your order.

### 2. Order Cancellation

Mooney's Bay Computer Inc. reserves the right to cancel an order or to issue a Return Merchandise Authorization (RMA) for merchandise that is advertised in error, is unexpectedly out of stock, does not conform to specifications, or was shipped in error.

Once an order has been placed, it cannot be cancelled unless the shipment is delayed beyond the represented shipping time. If the ordered product(s) do not ship within the represented time, Mooney's Bay Computer Inc. will honor any request for cancellation received prior to the actual shipment of the product(s).

3. **Advertising Disclaimer**

Product descriptions posted on our product pages are the representations of the manufacturers. Please note that actual products may differ from picture. Mooney's Bay Computer Inc. is not responsible for typographical, pricing, product information, advertising or shipping errors. Advertised prices and available quantities are subject to change without notice.

4. **System Availability**

Mooney's Bay Computer Inc. makes every effort to maintain 100% system availability, except during scheduled maintenance periods. Should we experience technical difficulties, Mooney's Bay Computer Inc. is not responsible for orders that are not processed or accepted.

5. **Payment and Sales Tax**

Mooney's Bay Computer Inc. accepts most major credit cards and COD's for some purchases.

All payments must be in the currency indicated on the product page. Current billing address and phone information must be included with every order.

Sales Tax will be charged depending on the shipping address as required by law.

6. **Warranty & Return Policy**

Mooney's Bay Computer Inc. is committed to working with you to ensure that every product under warranty performs to the manufacturer's specifications.

7. **Disclaimer**

The information, services, products, and materials contained in this Site, including, without limitation, text, graphics, and links, are provided on an "as is" basis with no warranty. To the maximum extent permitted by law, Mooney's Bay Computer Inc. disclaims all representations and warranties, express or implied, with respect to such information, services, products, and materials, including but not limited to warranties of merchantability, fitness for a particular purpose, title, noninfringement, freedom from computer virus, and implied warranties arising from course of dealing or course of performance. In addition, Mooney's Bay Computer Inc. does not represent or warrant that the information accessible via this Site is accurate, complete or current. Price and availability information is subject to change without notice.

8. **Customer Service Department**

Should you have any other questions or concerns please contact [Customer Service Request](#).

## **Terms of Use**

PLEASE READ THE FOLLOWING TERMS OF USE AND DISCLAIMER CAREFULLY BEFORE USING THIS WEB SITE (this "Site"). By using this Site, you agree to these Terms of Use. If you do not agree to these terms, you may not use this Site. Mooney's Bay Computer Inc. reserves the right, at any time, to modify, alter, or update these Terms of Use, and you agree to be bound by such modifications, alterations, or updates.

### **Copyright**

All Site design, text, graphics, interfaces, and the selection and arrangements thereof are Copyright © 2007. All Rights Reserved. Permission is granted to electronically copy and to print hard copy portions of this Site for the sole purpose of placing an order with Mooney's Bay Computer Inc. or using this Site as a shopping resource. Any other use of materials on this Site, including reproduction for purposes other than those noted above, modification, distribution, or republication, without prior written permission of Mooney's Bay Computer Inc. is strictly prohibited.

### **Trademarks**

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### **Disclaimer**

The information, services, products, and materials contained in this Site, including, without limitation, text, graphics, and links, are provided on an "as is" basis with no warranty. To the maximum extent permitted by law, Mooney's Bay Computer Inc. disclaims all representations and warranties, express or implied, with respect to such information, services, products, and materials, including but not limited to warranties of merchantability, fitness for a particular purpose, title, noninfringement, freedom from computer virus, and implied warranties arising from course of dealing or course of performance. In addition, Mooney's Bay Computer Inc. does not represent or warrant that the information accessible via this Site is accurate, complete or current. Price and availability information is subject to change without notice.

### **Order Acceptance**

The receipt of an e-mail order confirmation does not constitute the acceptance of an order or a confirmation of an offer to sell. Mooney's Bay Computer Inc. reserves the right, without prior notification, to limit the order quantity on any item and/or refuse service to any customer. Verification of information may be required prior to the acceptance of any order.

### **Limitation on Liability**

In no event shall Mooney's Bay Computer Inc. be liable for any direct, indirect, special, punitive, incidental, exemplary or consequential damages, or any damages whatsoever, even if Mooney's Bay Computer Inc. has been previously advised of the possibility of such damages, whether in an action under contract, negligence, or any other theory, arising out of or in connection with the use, inability to use, or performance of the information, services, products, and materials available from this Site. These limitations shall apply notwithstanding to any failure of essential purpose of any limited remedy. Because some jurisdictions do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of liability for consequential or incidental damages, the above limitations may not apply to you.

### **External Sites**

This Site may include links to other Sites on the Internet that are owned and operated by third party vendors and other third parties (the "External Sites"). You acknowledge that Mooney's Bay

Computer Inc. is not responsible for the availability of, or the content located on or through, any External Site. You should contact the Site administrator or Webmaster for those External Sites if you have any concerns regarding such links or the content located on such External Sites.

## **Legal Notices**

### **1. Introduction**

Welcome to the Mooney's Bay Computer Inc. Web site. Please review the legal notices concerning your use of this site. By accessing, using or downloading materials from this Web site you agree to follow and are bound by these terms and conditions.

### **2. Terms of Use**

For a complete copy of our terms and conditions [click here](#).

### **3. Copyright Information**

Copyright © 2007. All Rights Reserved.

You may download, view, and print documents, text and graphics (the "Documents") from this Web site subject to the following restrictions:

- the Documents may be used solely for informational purposes;
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Except as expressly provided herein, you may not use, download, upload, copy, print, display, perform, reproduce, publish, license, post, transmit or distribute any information from this Web site in whole or in part without the prior written permission of Mooney's Bay Computer Inc..

### **4. Trademark Information**

All reference to companies, product or service names referenced in this Web site are used for identification purposes only and may be trademarks of their respective owners.

## **Privacy Policy**

In order to demonstrate our firm commitment to protecting your privacy, Mooney's Bay Computer Inc. conducts its operations according to a strict Privacy Policy. The following Privacy and Security Statement sets forth Mooney's Bay Computer Inc. policies and guidelines for the collection of your information, its use and dissemination by Mooney's Bay Computer Inc..

### **What information does Mooney's Bay Computer Inc. collect?**

Mooney's Bay Computer Inc.'s online store allows customers to purchase products and services. We collect contact information (shipping, billing, and e-mail addresses) and financial information necessary to process orders. Collected financial information is used for billing purposes for products and services purchased through our site. We do not sell, rent or share any customer information, except for TRANSACTIONS involving third parties. In such cases, we provide only the the information required to complete the transaction. By contract, the third party is not

permitted to sell, rent or share this information. Your information is also used to contact you when necessary to inform you of relevant information pertaining to transactions you have conducted with Mooney's Bay Computer Inc.. We may also use this information to provide you with a more personalized experience. By opting-in during the order process, you may receive appropriate information about our company and/or promotional material from some of our providers and partners in the form of e-mails or surface mail. You may opt-out of receiving these e-mails or mailings; see the [Opt-In/Opt-Out](#) section below.

### **Contests and Promotions**

When you enter a contest or promotion on our site we will ask for your contact information. We use this information to administer the contest, notify winners, and send you information about our company. You may opt-out of receiving future e-mails or mailings regarding contests or promotions; see the [Opt-In/Opt-Out](#) section.

### **Advertising**

Mooney's Bay Computer Inc. may in the future use an outside advertising company to display advertisements on our web site. These ads may contain cookies. While we use cookies in other parts of our web site, our advertising company will track cookies received from banner ads, and we will not have access to this information. Some statistical customer data may be shared with advertising companies on an aggregate basis. This data will never contain any personally identifying information.

### **Disclosure of Information to Third Parties**

Mooney's Bay Computer Inc. may provide aggregate statistics about our customers, sales, traffic patterns, and related site information to reputable third-parties, but these statistics will include no personally identifying information.

### **Security**

We are very much aware of Internet users' concerns about security. Mooney's Bay Computer Inc. maintains a secure web site. Our site and all our customers' information reside on our in-house server, behind our firewall. Online ordering is secure provided that your browser can support secure transactions (most browsers support this facility). You can determine when you are in a secure environment by locating the key (Netscape browsers) or lock (Microsoft browsers) symbol at the bottom of the browser page. When the key or lock is complete, the information provided by you is encrypted, restricting access by anyone else. If your browser does not support secure transactions, there is a chance that others may view any information that you send. You can check your browser's help button to learn more about secure transaction support.

Mooney's Bay Computer Inc. realizes that you may have concerns about giving out credit card information online and we take the security of your transactions very seriously. We have taken steps so that Mooney's Bay Computer Inc. users can feel just as confident giving out credit card information online as they do on the phone, or anywhere else a credit card may be used. We utilize Secure Socket Layer (SSL) technology, the industry standard for transferring sensitive information over the Internet. When users enter their credit card information online, it is encrypted to restrict unauthorized access. We use CyberCash as our credit card processing agent and they employ a 150-point fraud screen process that uses artificial intelligence methods to help prevent unauthorized purchases from being made on your credit card.

## **Opt-In/Opt-Out**

Upon receipt of any advertised email material from Mooney's Bay Computer Inc., customers can Opt-Out by indicating that they do not wish to receive any promotional emails by updating their Account information. To do this, simply log into your Account using the "My Account" feature, and select the "update your contact information" option and activate the "Do not send email specials". The opposite is true if you want to Opt-In.

Contacting the web site

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this web site, you may contact:

Office of the General Counsel at [web@mbc.ca](mailto:web@mbc.ca).

## **Contact Us**

Thank you for your interest in Mooney's Bay Computer Inc.. So that we can best address your questions, please direct your inquiries to the appropriate contact listed below.

### **Corporate Headquarters**

Mooney's Bay Computer Inc.  
733 Ridgewood Ave.  
Ottawa, ON K1V 6M8  
Canada

### **Sales:**

- Quote Request
- Product Information

**Telephone:** (613) 526-0835

**E-mail:** [web@mbc.ca](mailto:web@mbc.ca)

### **Customer Service:**

- Order Status / Inquires
- Availability Questions
- Return Merchandise Authorization's
- Log-In / Account Setup Issues
- Order Cancellations

**Telephone:** (613) 526-0835

**E-mail:** [web@mbc.ca](mailto:web@mbc.ca)