Gatewell USA.

Warranty and Returns Policy

EFFECTIVE NOVEMBER 4, 2026 · GATEWELLUSA.COM/WARRANTY

This policy covers every product Gatewell USA sells.

1 COVERAGE

- Gatewell USA warrants every product it sells to be free from defects in materials and workmanship under normal use and service.
- Each product carries its manufacturer's standard limited warranty for the manufacturer's full term.
- A warranty claim on a component, card or other product sold from our stock is made through Gatewell USA. Where a manufacturer services such a product only directly, we file the claim with the manufacturer on the buyer's behalf.
- A system built by its manufacturer, such as a Supermicro, Exxact or NVIDIA DGX system, carries that manufacturer's warranty and support terms, registered to the end user at order. Warranty claims and on-site service on such a system are made to the manufacturer under those terms.
- Where a manufacturer's warranty does not extend to the buyer, Gatewell USA warrants the product for the period listed below.
- A warranty named on a quote, a listing or an invoice governs that line.
- The warranty period starts on the date the buyer receives the product. Goods collected under FCA are received on the date of collection.
- The warranty on a product sold from our stock belongs to the purchaser named on the Gatewell USA invoice, and a reseller's customers make their claims through the reseller. The warranty on a manufacturer-built system belongs to the end user registered at order.
- A warranty return must reach us by the last day of the warranty period.

2 WARRANTY PERIODS

Gatewell USA's own warranty, where the manufacturer's warranty does not extend to the buyer.

- Memory modules, SSDs, USB drives and flash cards: one year.
- Hard drives, graphics cards, motherboards, add-on cards, networking equipment, monitors and I/O devices: one year.
- Computer systems and servers: one year.
- Special-order products: one year.
- Processors: three months.
- Printers, projectors, scanners and consumer electronics: one month.
- Software, licenses, subscriptions, support contracts, toner, cartridges and media: the publisher's or maker's terms. Licenses and support contracts register to the buyer's company.

3 WHAT VOIDS THE WARRANTY

- Physical damage from misuse, abuse, accident, or improper handling, installation or storage.
- Damage from liquid, power surges, lightning or other external causes.
- Repair, rework or modification by anyone other than the manufacturer or Gatewell USA, unless we consent in writing.
- A manufacturer's warranty seal, label or serial number that is defaced, altered or removed.
- Use the manufacturer excludes from its own warranty, such as cryptocurrency mining on graphics cards.
- Damage from improper packing on a return to us.

4 DEAD ON ARRIVAL

- A product that fails within 30 days of receipt is dead on arrival (DOA).
- A DOA product is replaced or refunded once the return is received and inspected.
- A DOA return comes back complete, in its original box with all accessories, within 10 business days of the RMA number. A later DOA return is handled as a standard warranty return.
- Processors are handled as a standard warranty return.

5 SHORTAGES, WRONG PRODUCTS AND TRANSIT DAMAGE

- Report a shortage, a wrong product or damage in transit within 5 days of receipt, with the invoice number and the serial numbers involved.
- A shortage or a wrong product is corrected at our cost.
- Transit damage is covered on DAP deliveries, which we ship insured. Keep the shipping box and packing until the claim is settled.
- Under FCA, risk passes to the buyer when the goods are handed to the buyer's carrier. Transit damage on an FCA shipment is claimed from that carrier.

6 RETURNS FOR CREDIT

- With our written approval, a product in new condition may be returned for credit. Request it within 30 days of receipt.
- It comes back unopened and resalable, in its original packaging with all accessories, within 10 business days of the RMA number.
- Credit is the lower of the invoice price and the current market price, less any restocking fee. It is applied to a future purchase.
- Processors, computer systems, special-order products, software, licenses and lines sold non-cancelable and non-returnable (NCNR) are final sale. They remain covered by the warranty.

7 MAKING A WARRANTY CLAIM

- Every return needs a Gatewell USA RMA number first. Email requests@gatewellusa.com with the invoice number, the serial number of each unit and a description of the fault.
- We issue the RMA number within 2 business days. The return must reach us within 30 days of it.
- Ship to the address on the RMA authorization, with the RMA number marked on the outside of the box and a copy of the authorization inside.
- Return the product in its original box. Manuals, cables and accessories come back on a DOA or credit return, or when we ask for them.
- Remove your own labels and markings from the product.
- Pack the product properly. A package damaged in shipping to us is claimed from the carrier by the shipper.
- Freight to us is prepaid by the buyer. A collect (COD) shipment or one without a valid RMA number is refused.

8 REPAIR AND REPLACEMENT

- We or the manufacturer decide whether a defective product is repaired or replaced.
- Where a product cannot be repaired or replaced, we substitute an equivalent product with the buyer's approval, or refund it.
- A repaired or replacement product carries the rest of the original warranty period.
- The repaired or replacement product goes back on the delivery term of the original order: DAP at our cost to the buyer's address, or FCA for collection by the buyer's carrier.
- Back up all data before returning a product. Data on a returned product is the buyer's responsibility.

9 PROOF OF PURCHASE AND LIABILITY

- The Gatewell USA invoice is the proof of purchase. Keep it, with the original box, for the full warranty period.
- Our liability under this policy is limited to the repair, replacement or refund of the product. Indirect and consequential loss, including lost data, downtime and lost profit, is excluded.
- This policy may be updated. The version published on the date of the invoice applies to that order.