

## **Technical Support:**

Please contact our systems specialist direct at ph. 905-332-8856 or email: [support1@smallpc.com](mailto:support1@smallpc.com) with any technical questions. Our systems specialist can assist you with questions concerning software drivers, system hardware, system malfunctions, and general technical support for our products.

## **Repair/Return Policy:**

Although we have designed and tested our systems for reliable 24/7 operation - the industrial environment, and the nature of computer operations can, at times, cause system malfunctions. Please contact our customer service department at ph. 905-332-8856 or email: [support1@smallpc.com](mailto:support1@smallpc.com) with details on your system malfunction.

You can also complete an RMA form on this page for repair services. Please provide your contact details, the product model and serial number, as well as details on the system malfunction. Our support specialist will review the problem and assist you in providing the best repair/replacement options available. If necessary, we will provide an RMA number (Return Material Authorization) for the product return. Typical repair turnaround time is 5-10 business days. There are no charges for parts or labor for warranty repairs and we will return the product with shipping charges prepaid. We will provide a repair cost quote for non-warranty repairs.

## **Sales/Order Support:**

Please contact our sales department direct at ph. 1-877-505-5022 or email: [salesinfo@smallpc.com](mailto:salesinfo@smallpc.com) with questions regarding product pricing, configurations, and availability. Although pricing and configuration details are available on our web site, we like to provide a formal quote confirming the product details and availability.

Please direct any inquiries regarding open orders, invoicing, order processing to our administration department at ph. 905-331-3715 or email: [admin1@smallpc.com](mailto:admin1@smallpc.com). Our administrator can confirm expected delivery dates, tracking numbers and any other queries regarding order status.

## **Satisfaction Guarantee:**

If you are not satisfied with our product or it does not function as expected or required, you can return the product for a refund or credit within 30 days of the original ship date. The product must be returned in its original packing in new condition to qualify for a full refund otherwise restocking charges may apply. Qualifying for a complete or partial refund is at the discretion of Small PC.

## **Test or Evaluation Orders:**

We do not accept evaluation orders or provide demonstration units. We understand that some applications require product testing before it can be confirmed and approved. If you are not sure

our product will meet your requirements, and you would like to order a unit for testing, please place a standard order (purchase order or credit card). We will work with you to select a model and configuration that is best suited to your application. Include your courier account number with your test order. If the product does not function as required, it can be returned for a full credit. You are also responsible for the cost of returning the unit(s). Please review your application with our support specialist before returning the product. We may be able to assist you in getting our product to function as required in your application. In many cases, a simple BIOS tweak, software driver update, or specialized expansion option can solve a functional issue. Contact our customer support department for an RMA# (Return Material Authorization) before returning any "Test Order" products. The returned product must be in new and working order in its original package to qualify for a full credit/refund. We typically allow 2-3 weeks for product testing.

**Warranty:**

All Small PC's computer products have a 1-year parts and labor warranty. Extended warranties are available on some products. Please speak to our sales department for more details. Full warranty policy can be viewed [here](#).