



PAETEC ISG

RETURN MERCHANDISE AGREEMENT (RMA)

1. Customer acknowledges and agrees that only new, unopened Products will be accepted by PAETEC and eligible for returns and any applicable credit.
2. Returns pre-shipping. If Customer cancels its Agreement prior to PAETEC shipping the Products, Customer shall receive a credit for the invoice amount minus (a) a liquidated damage (not a penalty) totaling fifteen percent (15%) of the invoice amount, plus (b) any Restocking Fee or Cancellation Charge imposed on PAETEC by the applicable Product manufacturer.
3. Returns post-shipping of Product Before Installation. If Customer cancels its Agreement after PAETEC has shipped the Products ordered by Customer, Customer shall receive a credit for the invoice amount minus (a) a liquidated damage (not a penalty) totaling fifteen percent (15%) of the invoice amount, minus (b) any Restocking Fee or Cancellation Charge imposed on PAETEC by the applicable Product manufacturer, minus (c) all applicable shipping costs (original and return shipping costs).
4. Returns post-shipping of Product After Installation. Customer shall not be entitled under any circumstances to receive a credit on the return of any Product to PAETEC after the Product has been installed.