

TERMS & CONDITIONS

Seller Policies, Warranty & Returns

Last reviewed and revised: October 2026

General

Please review the following terms and conditions ("Terms of Use") and our other policies, which govern your visit to the websites owned or operated by Datamation Systems, Inc. (the "Site") and your use and purchase of products from the Site (collectively, "Use"). Your Use of the Site constitutes your acceptance of, and agreement to be bound by, these Terms of Use and the policies posted on the Site.

In these Terms of Use, "DSI," "we," "us," and "our" refer to Datamation Systems, Inc. DSI reserves the right at any time to modify, alter, or update the Site, our policies, and these Terms of Use.

Shipping Policy

Unless otherwise noted during checkout or in your quote, DSI ships all in-stock items within 72 hours of receiving your order. We will promptly notify you of any delay or cancellation. For questions about your order or to request changes, contact our office at 201-329-7200 or info@datamationsystemsinc.com.

Orders from Businesses, Schools and Government Agencies

- DSI accepts purchase orders (POs) from businesses, schools, and government agencies. A PO should include the billing and shipping addresses, a contact name, the DSI quote number (if any), and item descriptions and quantities.
- Tax-exempt customers must provide a valid tax-exemption certificate before or with their order. Otherwise, applicable sales tax will be charged.
- If a signed contract or government purchasing agreement between you and DSI conflicts with these Terms of Use, that contract governs orders placed under it.

Return Policy

DSI will accept returns for a full refund or credit of the purchase price, less the original shipping charges, for items returned in their original packaging and in new condition within seven (7) days of delivery.

To return an item:

1. Contact us at 201-329-7200, toll-free at 800-724-4339, or support@datamationsystemsinc.com to obtain a Return Merchandise Authorization (RMA) number.
2. Write the RMA number clearly on the outside of the return package. Returns received without an RMA number may not be accepted.
3. Ship the return at your own expense. You are responsible for insuring the package and for any claims for loss or damage in transit to DSI.

Items received damaged or not in new condition are not eligible for a full refund or credit. Special-order, custom-configured, or non-stock items may not be returned unless they are defective.

Refunds are issued by check or as a credit to the original payment card (at DSI's option) within two weeks of our receipt and inspection of the returned item.

Standard Warranty

1. **Warranty.** DSI warrants that, during the Warranty Period, the Product will be free from defects in materials and workmanship under normal use and service.
2. **Warranty Period.** The Warranty Period for DSI products, measured from the date of purchase, is:
 - Cambrionix Universal USB hubs: 1 year
 - Carts and cabinets: 3 years (1 year on electrical components)
 - All other products and standard DSI accessories: 1 year
3. **Manufacturer warranties.** Where a product we resell also carries its manufacturer's own warranty, that warranty is passed through to you in addition to this warranty.
4. **Eligibility.** This warranty applies only to products purchased new and unused (a) in the United States and (b) from DSI or its authorized distribution channel, meaning its network of authorized distributors, dealers, and retailers. Products obtained from any other source, including "grey," "parallel," or unauthorized imports, are not covered by this warranty.
5. **Proof of purchase.** You must provide the original proof of purchase showing that the above conditions are met to receive service under this warranty.
6. **Scope.** This warranty applies only where a defect arises, wholly or substantially, from faulty materials, manufacture, or workmanship during the Warranty Period.
7. **Exclusions.** This warranty does not apply to damage caused by other factors, including without limitation:
 - (a) normal wear and tear;
 - (b) abuse, mishandling, accident, or failure to follow operating instructions;
 - (c) exposure to liquid (except water, for products sold as waterproof) or infiltration of foreign particles;
 - (d) servicing or modification of the product by anyone other than DSI or its authorized service agents;
 - (e) firmware or software updates not supplied or authorized by DSI or the product's manufacturer;
 - (f) use of the product with accessories, attachments, supplies, parts, or devices (including cables, hubs, switches, power supplies, and fans) that do not conform to DSI's specifications; or
 - (g) shipment or other transit.
8. **Not covered.** This warranty also does not cover:
 - (a) integration of the product with customer devices that DSI has not tested or recommended for use;
 - (b) integration with third-party software;
 - (c) repair or replacement of products damaged in transit to or from DSI; or
 - (d) any loss or consequential damage incurred while the product is in use or being repaired.
9. **Remedy.** If DSI confirms a covered defect, DSI will, at its option, repair or replace the product or refund the purchase price. Except where applicable law provides otherwise, this is your exclusive remedy under this warranty.
10. **Limitations.** TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD STATED ABOVE. DSI IS NOT LIABLE

FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF DATA, IMAGES, MEDIA, OR EXPENDITURE ASSOCIATED WITH THE PRODUCT, OR LOSS OF USE OR ENJOYMENT. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

11. **Your rights under law.** Nothing in these Terms of Use limits any rights you have under federal or state law that cannot be waived or limited by contract.
12. **Claims not accepted.** If a warranty claim is not accepted: (a) DSI will inform you promptly; (b) if you ask, DSI will repair the product at its standard repair charges; and (c) you are responsible for all costs of collecting the product from DSI, including return shipping.

Making a Warranty Claim

Contact DSI at 201-329-7200 or support@datamationsystemsinc.com. Please have your proof of purchase, the product model and serial number, and a description of the problem ready. Approved claims are issued an RMA number, and the shipping instructions in our Return Policy apply.

Privacy

DSI values the privacy of your personal data and does not sell personal information. We share personal data only as described in our Privacy Policy, for example with service providers that help us run our business (such as hosting providers and payment processors) or where required by law. See our Privacy Policy at datamationsystemsinc.com/privacy-policy and our GDPR Compliance Statement at datamationsystemsinc.com/gdpr. Visitors from the EU/EEA can manage their cookie choices through the cookie settings on our Site.

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Applicable Law

These Terms of Use, and any transaction (including purchases made on the Site) using or related to the Site, are governed by the laws of the State of New Jersey, USA, without regard to conflict-of-laws principles. You agree that all matters relating to your access to or use of the Site, including all disputes, will be governed by the laws of the United States and of the State of New Jersey. All proceedings relating to the Site, these Terms of Use, or any transaction, including the sale of any products through the Site, shall be brought only in the state or federal courts of New Jersey, USA, and you and DSI consent to the jurisdiction and venue of those courts.

Contact Us

Datamation Systems, Inc., South Hackensack, NJ 07606

Phone: 201-329-7200 | Toll-free: 800-724-4339 | Fax: 201-329-7272

General inquiries: info@datamationsystemsinc.com | Support, returns and warranty: support@datamationsystemsinc.com