



1723 W. 4th Street
Tempe Arizona 85281
Phone: 800.638.6104
Fax: 480.966.6723
Email: sales@covid.com

www.covid.com

COVID COMPANY INFORMATION

Covid, Inc
1723 West 4th Street
Tempe, AZ 85281

Phone Number (480) 966-2221
Toll Free (800) 638-6104
24-Hour Fax (480) 966-6728
24-Hour Technical Service Hotline (877) COVIDAV
(877) 268-4328

Web Site: www.covid.com
e-mail: sales@covid.com

DELIVERY

F.O.B. Tempe, AZ

Covid will determine the best method of shipment unless the customer specifies, in writing, specific shipping instructions. Standard, in-stock items will ship within 24-hours from receipt of order, excluding weekends and holidays. Drop-shipments are allowed at no additional charge.

PAYMENT OPTIONS

Standard payment terms are C.O.D, VISA, MasterCard, American Express, Prepayment, and Net Terms. Net Terms are extended, at Covid's Discretion, based upon approved credit applications.

CANCELLATIONS AND RETURNS

For an order to be cancelled, a written cancellation request must be received by Covid prior to product shipment. Product returns will be accepted at Covid's discretion within 10 days. To return an order, contact Covid for a RMA number. To receive an RMA number, the reseller must be able to present the model number, serial number, invoice number, and reason for return. RMA numbers are only valid for 14 days after issue. Returned products are subject to a 25% Restocking Fee. Full price will be charged for all products returned in non-sellable condition. Custom and Non-Standard items are non-cancellable or returnable. Certain stocked products are non-returnable if the anti-static packaging material has been removed. Contact Covid for non-returnable, non-cancellable product information. The Reseller is responsible for all shipping and handling charges associated with returns.

WARRANTY

Covid hardware products are provided with a 2- year parts and labor warranty. Software products are not under warranty. Out of warranty repairs are billed at \$75.00 per hour plus parts.
