



Security and Privacy Statement

Information Collection and Use

NetWeb 1 Solutions, LLC is the sole owner of the information collected on this site. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. NetWeb 1 Solutions, LLC collects information from our users at several different points on our website.

Order

We request information from the user on our order form. Here a user must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill customer's orders. If we have trouble processing an order, this contact information is used to get in touch with the user.

Cookies

A cookie is a piece of data stored on the user's hard drive containing information about the user. Usage of a cookie is in no way linked to any personally identifiable information while on our site. Once the user closes their browser, the cookie simply terminates. If a user rejects the cookie, they may still use our site. The only drawback to this is that the user will be limited in some areas of our site. For example, the user will not be able to participate in any of our Sweepstakes, Contests or monthly Drawings that take place. Cookies can also enable us to track and target the interests of our users to enhance the experience on our site. Some of our business partners use cookies on our site (for example, advertisers). However, we have no access to or control over these cookies.

Log Files

We use IP addresses to analyze trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information.

Sharing

We will share aggregated demographic information with our partners and advertisers. This is not linked to any personal information that can identify any individual person. We use an outside shipping company to ship orders, and a credit card processing company to bill users for goods and services. These companies do not retain share, store or use personally identifiable information for any secondary purposes. We partner with another party to provide specific services. When the user signs up for these services, we will share names, or other contact information that is necessary for the third party to provide these services. These parties are not allowed to use personally identifiable information except for the purpose of providing these services.

Links

This web site contains links to other sites. Please be aware that we NetWeb 1 Solutions, LLC are not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies solely to information collected by this Web site.

Newsletter

If a user wishes to subscribe to our newsletter, we ask for contact information such as name and email address.

Surveys and Contests

From time-to-time our site requests information from users via surveys or contests. Participation in these surveys or contests is completely voluntary and the user therefore has a choice whether or not to disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age level). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

Security

This website takes every precaution to protect our users' information. When users submit sensitive information via the website, your information is protected both online and off-line. When our order form asks users to enter sensitive information (such as credit card number and/or social security number), that information is encrypted and is protected with the best encryption software in the industry - SSL. While on a secure page, such as our order form, the lock icon on the bottom of Web browsers such as Netscape Navigator and Microsoft Internet Explorer becomes locked, as opposed to un-locked, or open, when you are just surfing?. While we use SSL encryption to protect sensitive information online, we also do everything in our power to protect user-information off-line. The complete credit card information is never completely housed at our location. All of our users' information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information. Our employees must use password-protected screen-savers when they leave their desk. When they return, they must re-enter their password to re-gain access to your information. Furthermore, ALL employees are kept up-to-date on our security and privacy practices. Every quarter, as well as any time new policies are added; our employees are notified and/or reminded about the importance we place on privacy, and what they can do to ensure our customers' information is protected. Finally, the servers that we store personally identifiable information on are kept in a secure environment, behind a locked cage. If you have any questions about the security at our website, you can send an email to webmaster@netweb1.com.

Special Offers

Established customers will occasionally receive information on products, services, special deals, and a newsletter. Out of respect for the privacy of our users we present the option to not receive these types of communications. Please see our choice and opt-out below.

Site and Service Updates

We also send the user site and service announcement updates. Members are not able to un-subscribe from service announcements, which contain important information about the service. We communicate with the user to provide requested services and in regards to issues relating to their account via email or phone.

Payment Policies/Forms Of Payment

Credit Card

We accept the following credit cards: MasterCard, VISA, American Express, and Discover. At the time that your order is placed, NetWeb 1 Solutions, LLC authorizes your credit card company for the amount of the order. When the confirmation is verified from the credit card company order will be shipped. Our shipping time on all order is no earlier than 5 business days and no later that 15 business days. The price that is in effect when we receive your order will be the price that will be authorized. Please notify us within 3 days of the receipt of the product, if the terms stated in the order form differ from those stated on the invoice. To increase security and prevent fraud on purchases, we do not ship products to an address other than your credit card billing address unless you have registered a separate shipping address with the credit card company. When purchasing products from our company with a Credit Card you automatically agree to the policies and procedures of the company.

Pre-Payment

Orders prepaid by any form of check or money order are held for clearance. The product is only shipped after the funds are available.

Wire Transfer

We will accept wire transfer funds and, in some cases, may require it. All drafts should be made payable in US currency to NetWeb 1 Solutions, LLC. [Email](#) our sales department for more details.

Changes and Cancellations

Changes or cancellations of online orders can be made at any time during the shopping process. Once an order has been submitted, you will not be able to make changes online. If you need to make any additional changes after submission, you must contact our Customer Service department at (317) 299-9035, or e-mail us at service@netweb1.com immediately to receive a confirmation for any changes made. Failure to do this within a 24 hour period after order has been placed will allow orders to be processed. Changes and cancellations cannot be made without penalty once the order has been shipped. A minimum of a 25% handling charge will be applied on all changes or cancellations made to processed orders but not shipped orders.

Payment Terms

Seller's terms of payment are based on this invoice. As specified on face of this document under terms, beyond this period. Invoices are considered past due. Past due payments will be subject to a service charge of one and one-half percent (1½%) per month or the maximum allowed by law, whichever is less. Customer agrees to pay a \$25.00 charge for each returned check and all collection costs, including legal fees, if applicable. This sales contract is made and entered into within the state of Indiana, and shall be governed by and construed in all respects in accordance with the laws of the state of Indiana. The courts of the state of Indiana shall have exclusive jurisdiction over all disputes arising out of or related to this contract and/or the relationships formed hereby, and the party's hereby submit to the jurisdiction of the courts of the state of Indiana, regardless of their domicile. Venue shall lie exclusively in the courts of Moorpark, Indiana.

Pricing and Product Availability

All prices quoted are exclusive of taxes, shipping, and handling fees. Prices and product availabilities are subject to change without notice. We reserve the right to replace an unavailable item with something of equal or greater value. We will contact the customer before making this change. Specials and promotions may be limited to quantity on hand. We are not responsible for typographical errors on pricing information. NetWeb 1 Solutions, LLC reserves the right to refuse or cancel any orders placed or incorrectly priced products. If your credit card was charged for the item, NetWeb 1 Solutions, LLC will immediately issue credit to the same card for the amount charged.

Orders Placed From The Website

Website order acknowledgements are not a contract and do not constitute an acceptance of your order, but only a record of your offer to purchase a particular item at a particular price. After you place an order, NetWeb 1 Solutions, LLC will determine whether or not to fill the order, and NetWeb 1 Solutions, LLC may refuse or limit your order for any reason. By placing an order from the website, you agree to accept all terms and conditions set forth anywhere on this website, including NetWeb 1 Solutions, LLC. terms and conditions of sale. NetWeb 1 Solutions, LLC reserve the right to accept, refuse, or limit an order for any reason, including, but not limited to, credit review, the unavailability of a product or errors in the prices and product descriptions posted on this website. By placing your order, you agree that NetWeb 1 Solutions, LLC total liability, under any legal theory or claim, shall be limited to the purchase price actually paid to NetWeb 1 Solutions, LLC for the product giving rise to any alleged liability to NetWeb 1 Solutions, LLC.

RMA Policies

Warranty and Return Policy

NetWeb 1 Solutions, LLC gives a 6 monthly limited warranty unless otherwise specified from the date of the shipment to the original purchaser. The warranty period of the product will be stated on the original invoice and / or bottom policy statement. The warranty will not apply to those products that are damaged due to misuse, abuse, negligence, or notification by any other party other than NetWeb 1 Solutions, LLC. All drives must be tested thoroughly prior to return. A \$25.00 charge per unit will be issued if no problem is found with all hardware. NetWeb 1 Solutions, LLC will not accept returns for physical damage. Returns to NetWeb 1 Solutions, LLC may be authorized for the following situations. (1) The buyer requests a credit for a shipped product within 7 days. (2) The buyer requests repair of the product within the prescribed warranty period. If return for credit is requested within 7 days of the invoice date, NetWeb 1 Solutions, LLC will issue credit for the product only. If a Product is returned for replacement the customer is responsible for freight fees. **If a Product is returned for credit there are no refunds on freight.** If product is deemed DOA (Dead On Arrival) by our technical support NetWeb 1 Solutions, LLC will issue a prepaid freight call tag.

Obtaining Missing Items In Received Orders

Upon receipt of your NetWeb 1 Solutions, LLC order, it is the customer's responsibility to thoroughly inspect their order. If upon inspection, an item is found missing, it is the customer's responsibility to take the necessary action to fulfill the order description. Note the item that is missing, and then verify that it is included on the product description page as an included part for that order. If the item was part of the order, it is then the customer's responsibility to inform NetWeb 1 Solutions, LLC via RMA as soon as possible to receive any and all missing items. To receive an RMA for missing items, visit NetWeb 1 Solutions, LLC, and proceed to the 'Support' page. Here, the customer can fill out an RMA manually or automatically. When filling out the RMA form, be sure to select "Missing Items" from the 'Request' drop-down menu. Submit the form upon completion. (Do not submit the RMA twice). Once processed, an RMA number will be issued to the customer via e-mail within approximately 24 hours.

Returns For Credit

No cash refund will be issued. Requests for replacement and credit must be made within 7 days of the invoice date. Everything after 7 days will be considered a warranty repair. The product must be in as shipped condition including all accessories, manuals, and packaging. NetWeb 1 Solutions, LLC reserves the right to credit the buyer with the lesser amount paid or the then current market price at the time of return due to missing items or due to market conditions.

Restocking Fees

Cancelled orders, returns, or Refused Shipments are subject to a 25% restocking fee. There are no refunds on shipping.

How To Return Product: Obtaining An RMA (Return For Replacement)

The only way to get an RMA is to email our [Customer Service Department](#). All returns require an RMA number (Return Material Authorization) which must be displayed prominently on the outside of the box. All RMA's require a copy of the original invoice or packing slip, and a serial number for each unit to be returned. To secure an RMA number, please go to the support tab above and follow the Request as RMA links. Upon issuance of the RMA number, the buyer will receive an RMA number back from NetWeb 1 Solutions, LLC. Allow up to 24 Hrs for a response. RMA's are valid for 5 days from the date via email of issuance. Place the RMA number on the box clearly marked and return the product back to NetWeb 1 Solutions, LLC for replacement. The buyer is responsible for prepaying shipping charges and insurance for product returned to NetWeb 1 Solutions, LLC. The buyer assumes the risk of loss or damage during shipping. NetWeb 1 Solutions, LLC reserves the right to replace the defective product with another product of a different brand having similar technical specifications. NetWeb 1 Solutions, LLC does not offer price protection on products that have already shipped. Any return of a product that has had a price drop is processed at the then current price. Purchases made after an item has been discounted or of items listed under the "specials" category may not be eligible for return. Please verify the status of the item with your sales associate at the time of purchase. Items such as kitted solutions cannot be returned for credit. These items are special order items and will be replaced only. These items include but are not limited to Hot swap drives, notebook solutions, external raid solutions, and NAS. Ask your NetWeb 1 Solutions, LLC sales representative for a current list. Defective product exchange is returned to NetWeb 1 Solutions, LLC at the customers' expense. All products then sent to the customer will be sent via ground shipments. Any upgrade to that shipment for any reason will be incurred at the customers' expense with a discount for the cost we would have normally incurred for ground shipment.

Limitations of Damages

In no event shall seller be liable for (1) special indirect, consequential, or punitive damages including but not limited to labor costs incurred by the buyer or (2) any damages whatsoever resulting from loss of use or profits arising out of or in connection with the products and services sold hereunder. In no event shall seller's liability exceed the purchase price of the products or services in question.

Law of the State Of Indiana

The entire transaction contemplated hereunder shall be governed by the laws of the State of Indiana without regard to its conflict-of-laws rules. Any and all refunds are given based on current market price or sale price, whichever is less.