

# Terms & Conditions – Demo Program

## ⤴ Demo period is 30 days

All demo requests must be tied to an opportunity linked in CRM.  
If an extended demo period is needed:  
1.Extended demos can (should) be requested from OEM team of desired device(s).  
2.By special exception, demo period can be extended (up to 14-30 days). Such requests will be reviewed by the Program Manager and approved on a case-by-case basis.

## ⤴ The demo begins on the day you receive the product

If the product has not been returned by the last day of the approved demo period, we expect tracking information to be provided.

## ⤴ The customer is responsible for the unit while in their possession

Physical damage beyond normal “wear and tear” to the external casing of the device (minor scratches, scuffing), such as, but not limited to, cracking to the external case, keypad, screen, mousepad, scratches on the screen, damage to the battery and/or damage to the battery compartment, damage or broken screen hinges, bezels and keyboard keys are also not acceptable. Water, smoke, fire or electrical damage will not be accepted. Any damage to included components, such as, but not limited to, the power adapters, docking stations, keyboards/keypads, mice, stands and monitors will also not be accepted. Any damage that occurs should be communicated immediately to your sales rep and the unit sent back to the warehouse for immediate evaluation.

**The customer is responsible for all obligations included in these Terms & Conditions. Under no circumstances will the distributor be liable for costs for damaged, lost or late returned products in connection with the Surface demo program.**

## ⤴ If a demo arrives back late without notice the following charges will be chargeable

10% of the cost of the item for a late return with no tracking information or in multiple shipments.  
50% of the cost of the item for a demo product returned 20 – 60 days late.  
100% of the cost of the item for a demo product returned more than 60 days late.

## ⤴ Damaged unit evaluation

Once the damaged unit is received back we will evaluate the extent of the damage and communicate the cost of repair or replacement with the sales rep.

## ⤴ The item must be returned in the original shipping container as it was sent to you

Failure to do so may result in a cost that will be communicated to the rep.

## ⤴ Advise your sales rep of any missing components immediately upon receipt of the demo unit.

Customer must complete accessory/component checklist upon receipt and before return shipment