

NYE County School District, NV

Summer 2026 Computer Refresh

MILLIARD TEK LLC – **Lenovo Proposal**



To

Robert Williams
Technology Director
Nye County School District
484 S West Street
Pahrump- NV 89048

From:

Milliard Tek LLC
23135 Newcut RD
Clarksburg
240-913-8999

Dear Robert Williams,

Thank you for the opportunity to provide a quote on NCSD Summer 2026 Computer Refresh solicitations.

Milliard Tek LLC is a Maryland-based Minority women owned small business and consulting firm and associated with major **OEM brands Dell, HP, Lenovo, MSI, HPE, Dell Federal, Microsoft, IBM, Samsung, Logitech, Jabra, HP Poly as authorized Hardware resellers** for both commercial and Government sectors. We are also software value added resellers **for VMware, Adobe, Zscaler, airSlate, Splunk, Fortra, Oracle, Flosum, Jamf, Trellix, Commvault** and others.

As a purchase order contractor, our past performances include **Department of Defense- Navy War college, Airforce, Social Security Administration, Department of Labor, Grenada Public School District, Brookfield Public Schools, Southeastern Pennsylvania Transportation Authority** and in Commercial as technical consulting we supported **Citibank** as subcontractors through our implementation partners.

Based on the requested specifications and the needs and understanding of the RFB, we have provided the best competitive open market quote. Please let us know if you have any questions about the quote.

Respectfully



Vaiti Atchouda

Chief Operating Officer
Milliard Tek LLC
240-386-1164
vaiti@milliardtek.com

Milliard Tek's Profile.

Milliard Tek is a Maryland based minority women owned small business providing services in IT Technical Consulting, AI based SaaS product development, Value-added hardware and Software resellers. Millard Tek's founders and its employees have more than 150,000 people's hours of IT experience, and the company was established in 2022.

As a Value-added reseller, we have established and fulfilled several purchase order contracts with Federal, State/Local and EDU customers and Milliard Tek works closely with **all our industry OEM partners** for any customized quotes for our customers' requirements and pass on the benefits to the maximum extent not only the cost but best configured unit tailored to the agency needs. We partner with multiple distribution channel partners like **TD Synnex, Ingram Micro, D&H** to fulfill and deliver our customers' requirements. All our partners are fully backed to the products we deliver and guarantee 100% OEMs sourced directly from Manufacturers. Our commitment is akin to Bumper-to-Bumper service, which will guarantee our customers seamless delivery and implementation experience.

Milliard Tek's Industry Partnership

Milliard Tek is a trusted and authorized value-added reseller partner for all OEM computing hardware Products and accessories, with our strategic relationship with all OEM manufacturers starting from 2022. Additionally, we hold authorized software reseller and channel partner status with a diverse range of leading OEMs. Our strong alliances with top-tier distributors enable us to provide comprehensive hardware and software solutions, ensuring we meet the unique and evolving needs of our customers with excellence and efficiency.

As a commitment to our customers, we stand by our policy of customer first and provide the best possible hardware configuration at least competitive pricing without compromising on the quality and the needs.

We always look for alternate products which have equal or better specifications which deliver the same experience after sharing the models and specifications and always seek customer approvals.

CATEGORY	SECTOR	DISTRIBUTION PARTNER
Software	Federal/SLED	Carahsoft
Software	Commercial	Arrow Technologies, TD Synnex, Ingram Micro, Climb CS
Hardware	Federal/SLED	TD Synnex, Ingram Micro, D and H Distribution
Hardware	Commercial	TD Synnex, Ingram Micro, D and H Distribution

Line Cards as authorized reseller partner

CATEGORIES	PRODUCTS
Computing Hardware	• Dell • Lenovo • HP • MSI • Microsoft • Acer

	• Samsung • Getac • Asus
Servers and Racks	• Dell • Lenovo • HPE • SuperMicro • Lambda • IBM • Bizon
Software	• VMware • Trellix • Fortra • ZScaler • Microsoft • Google • RedHat • Sentinel One • Splunk • Adobe • Commvault • Jamf • Oracle • Docker • CrowdStrike • Veeam • airSlate • Postgres • Palo Alto
Cloud	• Microsoft • IBM • Google
Accessories & Printers	• HP Poly • Dell, • Kensington • Logitech • Jabra • Lenovo • Earthwalk Communication • LogoJet
Technical Consulting	• Microsoft • CRM/ERP • Appian • SalesForce • AI/ML • Program Management

References

Company	Contact	Service
Department of Defense Naval Warfare College, RI Period - 2024	Kaitlin N. O'Brien Contract Specialist NAVSUP FLCN Mechanicsburg, Code 215 kaitlin.n.obrien.civ@us.navy.mil 717-525-3732	IT Accessories and Software Purchase Order
Department of Defense AFB Camp Pendleton CA Period- 2024	Monique Garcia Procurement Specialist 760-577-6767 monique.garcia@usmc.mil	IT Lab accessories Purchase Order
Social Security Administration Period - 2024	Evan Aston 410-965-1288 Evan.aston@ssa.gov	Software Subscription Purchase Order
Grenada School District 253 South Main St. Grenada, MS 38901 Period -2025	Chris Corbett Technology Director 662-226-1606 CCorbett@GrenadaK12.com	Chrome OS Management Licenses
Brookfield School District 100 Pocono Rd Brookfield CT 06804 Period - 2025	Eric Conklin Dir of Technology Conkline@brookfieldps.org 203-775-7635	Desktop and Laptop Computers for Schools and City
Southeastern Pennsylvania Transportation Authority 1234 Market Street Philadelphia Period - 2025	Racquel Burden Senior Contract Administrator Rburden@septa.org 215-580-8316	WordPress Engine hosting licenses and Migration

Milliard Tek LLC – Authorized Reseller Partner Letter



October 31, 2024

Milliard Tek LLC
23135 NEWCUT RD
20871 CLARKSBURG
Maryland US

RE: Dell Technologies Partner Program
Name of Solution Provider: Milliard Tek LLC

This letter confirms that as of the date written above, Solution Provider identified above is currently an authorized reseller participating in the Dell Technologies Partner Program. This relationship authorizes Solution Provider to resell Dell-branded products and services in accordance with the applicable terms and conditions. If Solution Provider purchases from Dell directly, the governing agreement is the Dell Reseller Terms of Sale at www.dell.com/resellerterms or a written resale agreement between Reseller and Dell or EMC that applies specifically to the products and services to be purchased. If Solution Provider purchases from an authorized Dell distributor, the governing agreement is between Solution Provider and the distributor.

This letter is not an authorization to resell Dell-branded products and services to Federal end-users. Federal end-user means the United States Government or other entities as authorized in GSA Order ADM 4800.2 as amended or utilizing Dell IT assets in support of USG contracts and/or for internal use as a normal course of business. Please contact the Dell Federal sales team for a letter of authorization to resell to Federal end-users.

Please feel free to contact your sales representative if you have any questions regarding this letter. We look forward to doing business with you.

Sincerely,

Dell Technologies Partner Operations

HP Inc.
1501 Page Mill Road
Palo Alto, CA 94304
USA
hp.com



04 June 2024

RE: HP U.S. Qualified Distribution Network Status - Milliard Tek LLC. - HPI LID 991001929416

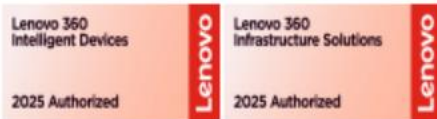
Dear HP Partner,

We are writing to inform you that your HP U.S. Qualified Distribution Network Application review has been completed.

Milliard Tek LLC. - HPI LID 991001929416 is now **Qualified** for the following Product Lines:

Commercial Business Personal Systems (BPS)

**Lenovo
360**



06 July 2025

Vaiti Atchouda
Milliard Tek LLC
23135 NEWCUT RD
20871-9379
United States

1217676543/W22759567

Welcome to Lenovo 360 Engage. This letter is to confirm Milliard Tek LLC is an authorized Lenovo Reseller located in United States. This authorization is valid until 30 September 2025. As a member of Lenovo 360 Engage Milliard Tek LLC has earned:

Authorized Intelligent Devices Tier status and is authorized to resell all commercial Intelligent Devices products, including associated services. The Intelligent Devices category is including but not limited to ThinkPad and ThinkBook notebooks, ThinkCentre desktops, ThinkStation workstations, ThinkVision monitors, associated accessories, peripherals, and services.

Authorized Infrastructure Solutions Tier status and is authorized to resell all Infrastructure Solutions products, including associated services. The Infrastructure Solutions products are including but not limited to ThinkSystem and ThinkAgile server and storage, associated options, software, and services.

Please note that your status will be reviewed regularly, and any changes will be communicated with you by your local Channel Account Manager. If you have any questions, please feel free to contact us.

Yours sincerely

A handwritten signature in black ink, appearing to read "Rob Cato".

Rob Cato

Vice President, NA Channel
Lenovo North America ISO

Warranty Policy and Commitment

Manufacturer Warranty

All Desktop units come with a default 3-Year manufacturer warranty based on the models and will be serviced by OEM or OEM authorized technician. For any manufacturer, defects or damaged products or DOD units will be replaced at no cost and will be through our RMA policy. If one or more units require replacement, we will ship the replacement products with a return label to ship the defective product back to the warehouse or OEM facility.

Additional warranty is available to extend and upgrade the current base warranty for additional quote and it will cover the following based on the unit category

- Accidental drops, bumps, spills
- Structural failures
- Electrical surges
- LCD screen damage
- CO₂ Offset with repairs & transport
- Unlimited accidental damage repairs during the warranty period subject to Manufacture conditions

Per OEM manufacturer Terms and Conditions - All warranties include phone access to customer support and full coverage on labor, parts and system repair for all manufacturer defects or common-use issues that arise with your Product. If an issue cannot be resolved by phone, a system needs to be shipped to OEM depot facility. (logistics method vary by country).

Accidental Damage Protection protects your investment from operational or structural damage due to common accidents like drops, spills, electrical surges or failure of the integrated screen. This fixed cost, fixed term protection plan minimizes unexpected repairs for predictable budgeting and provides significant savings relative to the cost of non-covered repairs. Manufacturer policy guarantees that systems will be repaired with qualified OEM parts. If the system is not damaged beyond repair, the end users' PC is returned to them after being restored by certified technicians. If repair is not possible, the entire system will be replaced at no additional charge as part of unlimited ADP and Extended warranty or to the limit based on the warranty contract terms

3rd Party Warranty

Milliard Tek also offers 3rd party warranty services through partnership with TDSynnex ServiceSolv Protect powered by Servify Or Safeware Premium Desktop and Laptop Warranty. These 3rd Party warranties offer cost-effective warranties including extended warranties with ADP with no deductibles and fully covered at no cost to the customers. The service is offered with two ways of shipping, including repaired at offsite facility.

Our 3rd Party full warranty with extended service and ADP for all the devices that include protective cover for the laptop and free 2-way shipping and complete protection on spills, breaks and as long as it is not user intentional.

Our Safeware Premium warranty offers ADP protection with unlimited claims, ie the limit of liability that resets to the device purchase price each time a repair is completed.

Delivery Commitment

All our proposed units will be shipped directly from either Manufacturer or Distributor and our lead time to deliver is 4-4 weeks for the CTO build hardware, 1-3 weeks for pre-configured models or SKU hardware and for software products it will be e-delivered directly from the Manufacturer. As part of our commitment policy, we work closely with the distribution or OEM to expedite the delivery to honor on or before the committed timeline. Our shipment delivery promise includes the best way ground FBO destination at no cost for our customers. Since our relationship spans with multiple distribution channels, we are in a good position to commit to fulfill volume, and our distribution channel is stocked with the units to deliver at short notice. Our general blanket ARO commitment is 1-6 weeks for both Hardware and Software products barring any shipment delays or external delays which are beyond our control.

Account Representative

As part of our commitment process, a dedicated **Account Manager** will be assigned to the customer and provide a single POC for any issues or escalations or deficiencies during the contract and also this is at no cost to the customers. Our dedicated Account Manager will be available during Eastern Standard Hours – M-F from 8 AM to 6 PM

Price Commitment

All quotes provided with GFE – Good Faith Estimate and as extended to the reseller by Manufacturer/Distribution. Due to ongoing tariff uncertainties and supply shortages on memory chips, OEM instructed all distributors and resellers to inform the end customers about prices that they will change without any notice. **All Major OEM Manufacturers are foreseeing this situation to remain volatile throughout 2026.**

Milliard Tek is committed to the pricing provided until the quote validity period and on any future price change and escalation beyond a certain threshold, a new pricing quote will be communicated with mutual agreement. Should there be any price reduction on the models or any alternate model with similar specs, we will pass on to the benefit of the customer.



QUOTE



To

Robert Williams
Technology Director
NYE County School District
484 S West Street
Pahrump- NV 89048

Ship-to

NYE County School District
Attn: Technology
484 S West Street
Pahrump- NV 89048

Quote Info

Quote Date: 12/17/2025
RFQ Ref: RFP-NCSD_LEN-DSKTP
PO Ref: MTEK-NCSD-LEN-121725
Offeror: Milliard Tek LLC
Contact: VAITI ATCHOUDA
Phone: 240-386-1164
Email: vaiti@milliardtek.com
Payment Mode: Wire/ACH
Payment Terms: Net 30
Ship Method: FOB-Destination
Special Pricing: -Open Market
Offer Exp Date: 02/15/2026
Delivery Time: 2- 4 Weeks ARO

DUNS	CAGE	FEIN	UEID	Small Business
081820162	9HVVH3	880881696	YBCSLQSN3VF3	YES

Quote Prepared By		ACH Details (Preferred)		Paper Check	
Name	Vaiti Atchouda	Routing #	125109019	PO & Payment Address	Milliard Tek LLC 23135 NEWCUT RD CLARKSBURG MD 20871
Email	vaiti@milliardtek.com	Account #	875102754871		
Contact	240-386-1164				

QTY	SKU	DESCRIPTION	QUOTE	EXTENDED TOTAL
DESKTOP – Custom Build – OPTION 1				
200	12THS0FW00	ThinkCentre M90q Gen 5, Intel Core i7-14700T vPro (E-cores up to 3.70 GHz, 33MB), No OS, 16.0GB, 1x256GB SSD M.2 2280 PCIe Gen4 TLC Opal, Intel UHD Graphics 770, BT 5.3 or above, IntelAX211vPro, 130W, 1 Year On-site, USB Calliope Keyboard & Mouse (Black)	\$887.00	\$177,400.00
1	Shipping	Shipping FOB-Destination	\$0.00	\$0.00
		TOTAL		\$177,400.00

QTY	SKU	DESCRIPTION	QUOTE	EXTENDED TOTAL
DESKTOP – OPTION 2				
200	12RQ000MUS	ThinkCentre M75q Gen 5, AMD Ryzen 7 PRO 8700GE (3.65GHz, 16MB), W11P64 ENG, 16.0GB, 1x512GB SSD M.2 2280 PCIe Gen4 TLC Opal, AMD Radeon 780M, BT 5.3,RZ616 2x2 AX, 90W, 3 Year On-site, USB, Traditional, Black-English (US), USB Calliope Mouse (Black)	\$947.00	\$189,400.00
1	Shipping	Shipping FOB-Destination	\$0.00	\$0.00
		TOTAL		\$189,400.00

This is a quotation on the product's name, subject to the conditions mentioned in the RFQ and Payment Terms

PAYMENT by ACH and by NET Payment Terms.

We are  friendly organization. Please send all your queries via email.

PLEASE INCLUDE THE MILLIARD TEK QUOTE NUMBER ON THE PO.

Payments are due NET 30 days upon receipt of undisputed invoice.

This order will be paid in full as per the payment schedule

Payment Schedule: Due Net 30 ARD

- All amounts are exclusive of taxes which will be payable in addition to the fees listed when applicable
- Accounts not paid within the term are subject to a 1.5% monthly finance charge. Accounts overdue for more than 90 days may be referred to as remedies defined in the contract between supplier and state.
- Software Solutions quoted are licensed as annual subscriptions.
- Software subscriptions will not automatically renew.
- All amounts are in US Dollars.
- All warranties are provided by Manufacturer and does not include any extended warranty unless purchased separately
- Items described esp. hardware does not include installation and mounting services unless purchased/quoted separately
- Any shipping request into the building needs to be communicated during PO and will accommodate with good faith to honor the request
- Shippers are not responsible for removing any boxes and recycling items unless requested.
- Request to remove boxes and pallets should be communicated in advance before shipping the items or during PO
- State and Local tax is applicable if not exempted from.
- State and Local Sales tax is not included in the pricing with the assumption; school district is exempt from any Sales tax.

Please be aware of all the terms listed in the quote. By referencing the Milliard Tek LLC Quote No. on your order, Customer must confirm that the End User has received and agreed to all the terms and conditions herein.

Thank you for your business!

Proposed Model

Milliard Tek has committed to providing best options to its customers with solutions that can benefit using other models which can provide similar experience and cost-effective purchases. We closely worked with Lenovo for the model alternate with the same specifications and sought the best combination of parts/unit that match and exceeds the minimum requirement in proposing this SKU for the school district.

Below are the detailed parts and technical specifications we are proposing as per the requirement. We sincerely hope we meet the specification expectations of the school district. The price quoted for the Desktop is a special deal pricing for the school for this opportunity.

LENOVO-M90Q-12THS0FW00-Specifications-Custom Build

ThinkCentre M90q Gen 5, Intel Core i7-14700T vPro (E-cores up to 3.70 GHz, 33MB), **No OS**, 16.0GB, 1x256GB SSD M.2 2280 PCIe Gen4 TLC Opal, Intel UHD Graphics 770, BT 5.3 or above, IntelAX211vPro, 130W, 1 Year On-site, USB Calliope Keyboard & Mouse (Black)

Part Number	12THS0FW00 – Custom Model
Country/Region	US
Product Name	Lenovo M90q Gen 5 Tiny
Product Configuration Details	
Characteristics	VALUES
Country/Region	USA
Preload Type	Standard Image (Preload)
Preload OS	No OS
Preload Language	No OS
Power	130W
Platform	Intel Tiny 1L RPL Q670
Processor	14th Generation Intel® Core™ i7-14700T vPro® Processor (E-cores up to 3.70 GHz P-cores up to 5.00 GHz)
DIMM Memory	16 GB DDR5-5600MT/s (SODIMM)
Storage Selection	256 GB SSD M.2 2280 PCIe Gen4 TLC Opal

Graphics	Integrated Graphics
Ethernet	Integrated Ethernet
Internal Speakers	Internal Speaker
Vertical Stand	No Vertical Stand
Keyboard	USB Calliope Keyboard (Black)
Mouse	USB Calliope Keyboard (Black)
Ports	Front: 1 headphone/microphone combo; 1 SuperSpeed USB Type-A 10Gbps signaling rate; 1 SuperSpeed USB Type-A 10Gbps signaling rate (charging); 1 SuperSpeed USB Type-C® 20Gbps signaling rate ; Rear: 1 power connector; 1 RJ-45; 2 SuperSpeed USB Type-A 10Gbps signaling rate; 2 SuperSpeed USB Type-A 5Gbps signaling rate; 1 DisplayPort™ 1.4; 1 HDMI 2.1
Wireless LAN	Intel® Wi-Fi 6E AX211 2x2 AX vPro® & Bluetooth® 5.3
Publication	N/A
Absolute BIOS Selection	BIOS Absolute Enabled
Warranty	1 Year On-site





LENOVO-M75Q- 12RQ000MUS-Specifications

ThinkCentre M75q Gen 5, AMD Ryzen 7 PRO 8700GE (3.65GHz, 16MB), W11P64 ENG, 16.0GB, 1x512GB SSD M.2 2280 PCIe Gen4 TLC Opal, AMD Radeon 780M, BT 5.3, RZ616 2x2 AX, 90W, **3 Year On-site**, USB, Traditional, Black-English (US), USB Calliope Mouse (Black)

Part Number	12RQ000MUS
Country/Region	US
Product Name	Lenovo M75Q Gen 5 Tiny
Product Configuration Details	
Characteristics	VALUES
Country/Region	USA
Preload Type	Standard Image (Preload)
Preload OS	Win 11 Pro
Preload Language	Win 11 Pro English
Power	90W
Platform	AMD Pro 600 chipset
Processor	AMD Ryzen™ 7 PRO 8700GE (8C / 16T, 3.6 / 5.1GHz, 8MB L2 / 16MB L3)
DIMM Memory	1x16 GB DDR5-5200MT/s (SODIMM)- 2 Slots
Storage Selection	512GB SSD M.2 2280 PCIe® 4.0x4 NVMe® Opal 2.0- Max Storage 1TB – 2 Slots
Graphics	Integrated AMD Radeon™ 780M Graphics
Ethernet	Integrated Ethernet
Internal Speakers	Internal Speaker-High Definition (HD) Audio, Realtek® ALC233 codec
Vertical Stand	Vertical Stand
Keyboard	USB Calliope Keyboard (Black)
Mouse	USB Calliope Keyboard (Black)

Ports	Front: 1 headphone/microphone combo; 1 SuperSpeed USB Type-A 10Gbps signaling rate; 1 SuperSpeed USB Type-A 10Gbps signaling rate (charging); 1 SuperSpeed USB Type-C® 10Gbps signaling rate (charging); Rear: 1 power connector; 1 RJ-45; 1 SuperSpeed USB Type-A 10Gbps signaling rate; 3 SuperSpeed USB Type-A 5Gbps signaling rate; 1 DisplayPort™ 1.4; 1 HDMI 2.1
Wireless LAN	AMD Wi-Fi® 6E RZ616, 802.11ax 2x2 + BT5.3
Publication	N/A
Absolute BIOS Selection	BIOS Absolute Enabled
Warranty	3 Year On-site





HARDWARE WARRANTY & RETURN POLICY

Warranty Guidelines

All Products provided come with standard manufacturer warranty period and coverage as laid in the terms and conditions during the sale. Warranty service and repair will be provided by the manufacturer or through an approved third party as mentioned in a defined SLA. Repairs outside of the warranty period or coverage will be done at the expense of the customer and will be provided with a detailed **Good Faith Estimate – GFE** before proceeding with the work and approval of the work to be performed.

Extended warranty covered purchased during the initial purchase will cover all the warranty as prescribed in the original warranty including coverage period and parts and labor.

Standard Warranty:

All manufacturers' standard warranty will have phone support to diagnose the level of repair and troubleshooting and if it requires technician attention or assistance, we will require the customer to send the product using the prepaid label during this process and the repaired unit will be sent back at no cost. It is the responsibility of the customer to ship the products in an appropriate box with secured packaging so that the product or the unit is not damaged during transit.

Onsite Warranty:

All original warranties purchased with NBD will have units/items repaired onsite and if it cannot be repaired, a replacement unit will be provided as per the terms and limitations on the warranty coverage.

Offsite Warranty:

All original warranty purchased as offsite warranty coverage will have units/items repaired at offsite location and the unit will be picked up or dropped up at the depot location. Replacement or repaired units will be sent back once they are fixed.

3rd Party ADP and EW coverage – Depot

All 3rd Party warranties if offered at a cost competitive pricing with equal and better terms are offered from either in Partnership with TD Synnex's ServiceSolv Protect (thru Servify) or Safeware. We have partnership with both the providers, and all warranty repairs are done by a certified technician at an approved offsite facility. Warranty repairs include all parts and labors, free 2-way shipping. Premium warranty package is recommended and that is what is suggested for EDU as this will include unlimited repairs and after each repair, the limit will be reset to the price of the laptop/Chromebook. Regular ADP offered by Manufacturers covers only the limit of the unit price and will not reset. Our 3rd party warranty will reset the limit, which is very beneficial to the customer.

All New Units with -Extended Warranty w/ADP (Premium Coverage), includes the following

- Extension of Standard Warranty
- ADP with Premium repair or replacement
- 24-Hr Online Claim support and 9 AM to 6 PM Est Call Center Support
- 2 way – Complimentary pick and drop with no additional shipping cost
- Guaranteed full repair for the life term of the coverage terms
- Repairs include screens, power surge, dust, internal humidity, condensation.
- Repairs by internal overheating is excluded
- Normal Depot Repair – 10-12 Business days with no constraints on parts and replacement device procurement.

At Fault or Non-Manufacturer Damages:

All issues or damage caused by customers due to incorrect usage of the unit, abuse or physical destruction of units will be handled by the manufacturer at their discretion. Manufacturers are responsible for fixing or repairing the units only for manufacturing defects or deficiencies. If any repairs are found to be the responsibility of the user's mishandling of the units in a manner not a regular wear and this will be communicated to the customer and repair will be denied or will be invoiced additionally as per the warranty providers policy.

Product Return Guidelines

Information required to request a Return Merchandise Authorization (RMA)

To request a return, you will need to provide the following information or use a spreadsheet with the detailed information as below

- RMA #
- Vendor Name#
- Contract Number#
- Vendor PO Ref #
- Invoice#
- Invoice Date
- Product SKU#
- Product Serial #
- Product Name
- Number of Quantities Returned
- Reason for Return
- Product Condition – Unopened, Used, Damaged, DOA
- Customer Comments
- Damaged Product Pictures

- Customer Point of Contact- Name, phone, email

Products returned for any reason other than Dead on Arrival (DOA), defective or open — non-defective must be in a resalable condition, complete and unused, and the other seal must not have been opened or re-taped. Product boxes that do not meet the conditions specified on the return order are often not eligible for return and will be returned to the customer.

All eligible returns will receive a credit that will be issued at current pricing or original purchase price, whichever is lower at the time of the RMA is received in. Vendor/Distributor will also add any fees assessed by the manufacturer.

If vendor/distributor does not have return rights to the manufacturer, the product is non-returnable

Products Returned Without a Valid RMA

Products not authorized for return shall be defined as an “unauthorized return.” Unauthorized returns may be returned to you at your expense. The vendor will not be liable for any loss or damage to unauthorized returns.

Custom Orders/Products Returns Not Allowed

All orders that require configuration or assembly of products to meet customer specifications or any product identified by vendor are non-cancelable and may not be returned to vendor. The customer is responsible for the full payment of the order once a purchase order has been sent to the vendor.

Refusal of Orders

Refused orders must be reported to the vendor immediately via an established channel ie email. Credit will be issued or initiated once the products are received by the vendor or distributor

Custom CTO Orders

All custom CTO ordered hardware units procured based on the custom configuration have limited and no return policies due to the nature of custom configuration tailored to specific customer needs. For more details write to us at returns@milliardtek.com

DOA/Defective Returns

Vendor/Distributor has return rights with its manufacturers/suppliers. Products that are inoperable at first use are eligible for a DOA return depending upon the manufacturer's returns policy. Certain manufacturers may require that all DOA and defective products be returned directly to them, or they may limit the return time frame after purchase. If you purchased your product from vendor, reach out to vendor directly for more information regarding return rights.

Manufacturer returns policies are subject to change without notice.

In accordance with manufacturer policies, all original packaging, components, accessories, software and manuals must be included with returned DOA and defective products. DOA and defective products returned incomplete may be assessed as a charge for the missing items or returned to you at your expense. If you have a DOA or defective product, contact vendor contact email immediately

Sealed Product Returns

Vendor/Distributor has return rights with its manufacturers/suppliers. All products must have been purchased from the vendor and shipped from vendor/distributor not from manufacturer directly. To qualify for sealed product returns, products must be in resalable condition in new, clean (without stickers, markings or other attachments), unopened, undamaged, original manufacturer packaging. All products must be returned with all original components, accessories, software, manuals and registration cards.

Non-Compliant Factory Sealed Returns

All factory sealed returns that are not received in re-salable condition may be subject to be returned at the sender's /customer expense.

Discontinued/Obsolete Products

Manufacturers reserve the right to limit factory sales on discontinued items.

Software Products

e-Delivered Software products/licenses are not returnable once the license key is sent directly from Manufacturer.

Warranty and Extended Warranties

This is subject to Manufacturer return policy

Vendor Return and RMA Request Contact

All returns and RMA request related communication should be sent to returns@milliardtek.com

Return Freight and shipping cost

The vendor has the right to charge any bulk or oversize shipping returns at the cost of customer

Purchase Return Credit charges

All return credits will be in the original form of payment and will be credited in 7 business days once the products are returned to the vendor as per the conditions mentioned in the approved RMA.