

In case of divergence between the different language versions of these policies, the French version will prevail.

These terms and conditions apply to all of our products and services offered.

WEB HOSTING SERVICES, DOMAIN NAMES, VPN & SSL CERTIFICATES

- All of these services are also subject to the following terms and policies:
 - Terms of service: <https://www.pixelglobal.co/terms-services>
 - Acceptable use policy: <https://www.pixelglobal.co/terms-usage>

PRICE, ORDER AND OWNERSHIP POLICY

- The prices displayed do not include the applicable sales taxes unless mentioned (e.g. taxes included).
- The prices displayed do not include the eco-fees applicable on the new products concerned unless mentioned (e.g. eco-fees included)
- All products sold remain the property of Pixel Global Communication until full payment.
- Any order for products is subject to a deposit of 25% of the total amount thereof.
- In the event of an order cancellation, the 25% deposit will be kept as a restocking fee for the products ordered.
- Consumable products (eg ink, CD, DVD, paper, etc.) are final sales and are not refundable.

WARRANTY

- All items come with a 30-day basic warranty and are generally covered by a manufacturer's minimum 1-year warranty.
- All new systems are covered by a basic one (1) year warranty, including labor
- All of our networking and cabling installation services are provided with a one-year warranty on equipment and installation as well as a 90-day adjustment guarantee for any adjustments that may be necessary following installation.

SERVICE CHARGE

- Charges equivalent to the bank charges incurred will be required for any bad check.
- Interest charges of approximately 2% monthly (26.8% annually) will be payable on any outstanding balance after the due date.

RETURN AND RMA POLICY

- Before returning a product to us for exchange or refund, you must first obtain a valid RMA number by contacting our customer service department by phone or email.
- The delivery or shipping costs for the return of your items to our company are always your responsibility and we will pay the return costs for your replacement product in the event of an exchange under warranty.
- If your RMA request is accepted, we will provide you with an RMA number and all the information required to return your defective product to us for exchange or repair.
- Any product returned without a valid RMA number will in no case be refunded or credited. In addition, if you wish to recover a product returned without a valid RMA number, you will have to pay the cost of delivery or shipping the product to your address.

PAYMENT METHODS ACCEPTED

- Personal, company or certified checks
- Money order
- Visa, MasterCard or American Express credit card
- Paypal (via our website or at comptabilite@pixelglobal.co)
- Bank transfer / Direct deposit (contact us for our bank details)
- Interac e-Transfers (sent to comptabilite@pixelglobal.co)

RESERVATION OF RIGHTS FROM PIXEL GLOBAL COMMUNICATION

Pixel Global Communication reserves the right to modify this policy at any time and without notice.

To obtain the latest version please visit our website at the following address: <https://www.pixelglobal.co/terms-conditions>