

Intechra Outlet

Employee and Student Used Equipment Purchase Overview and FAQs

Overview:

The College provides access to a remarketed equipment purchase program through Intechra Outlet, the College's technology equipment recycler. Access to this program is limited to staff, faculty and students. In order to access this program, please follow the instructions in the companion document "Employee Purchase Program Guide." You must have the following information in order to login to the Intechra Outlet web site:

Corporate Identifier: 592

Password: mcoit

NOTE: Inventory changes regularly on this web site, so check back often.

NOTE: Montgomery College is not responsible for sales, support, maintenance or warranties on equipment purchased through the Intechra Outlet refurbished equipment employee purchase program.

Frequently Asked Questions:

Sales, Service and Support

Q: Who do I contact if I have questions about purchasing refurbished equipment through this program?

A: General sales questions should be emailed to: sales@intechraoutlet.com

Q: Who do I contact if I experience issues with equipment I have purchased?

A: To request service or repair for equipment that is still under warranty, you must [contact Intechra Outlet](#) within the designated warranty period. If warranty work is required, Intechra Outlet will issue a Return Merchandise Authorization (RMA) Number and will explain the return process.

Q: How do I contact Intechra Outlet for customer service and/or technical support?

A: You may contact their [Customer Service Department](#) or call them toll free at 1-800-743-3499. Their representatives are available Monday through Friday from 7:00am to 4:00pm Eastern.

Warranty Information

Q: What type of warranty is provided on refurbished equipment?

A: A 30-day parts and labor warranty is provided.

Payment Information

Q: Does Intechra Outlet charge sales tax?

A: Intechra Outlet collects sales tax on all orders shipped to the state of California, Connecticut, Florida, Maryland, Nevada, New Jersey, North Carolina, Texas, Ohio, Mississippi, Pennsylvania, and Washington.

Q: What forms of payment does Intechra Outlet accept?

A: Intechra Outlet currently accepts Visa, MasterCard, American Express and Discover cards for online purchases.

Shipping Methods, Rates, and Policies

Q: What are Intechra Outlet's shipping policies?

A: Please review [Shipping Methods, Rates, and Policies](#) for this information.

Returns and Exchanges

Q: Can I return or exchange equipment during the warranty period?

A: Yes, please see the "Employee Purchase Program Guide" for more information.

Operating System

Q: I bought a computer without an operating system, can I get help installing one?

A: Many of the off-lease and refurbished computers have no operating system. Because the systems are used, Intechra Outlet is contractually required to delete all the information (including the operating system) from the hard drive.