



JD IT Solutions LLC
Oklahoma-based IT for U.S. businesses
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TERMS AND CONDITIONS

JD IT SOLUTIONS LLC TERMS AND CONDITIONS

Last updated October 9, 2026

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BUSINESS TERMS

All Cisco and Meraki products and solutions are considered non-cancellable. This supersedes any language to the contrary on any purchase agreement, including purchase orders (POs).

TERMS AND CONDITIONS

The following terms and conditions ("Agreement") apply to any purchases or leases of Products (as defined below) ordered from this website ("Site"). The term "Company" refers to JD IT SOLUTIONS LLC. The term "you" refers to the customer, purchaser, or buyer.

1. PRODUCTS

As used in these terms and conditions, the term "Products" collectively refers to equipment, parts, Services (as defined below), software, and supplies ordered or selected from this Site.

2. PRICING; QUOTES; ORDERS; AND TAXES

Prices are in U.S. Dollars and are exclusive of taxes, shipping, and insurance. Unless otherwise indicated, Company quotations are valid for thirty (30) days from the date of issuance. Orders are initiated by you issuing a purchase order or placing an order by electronic means acceptable to Company.

Orders must identify the Products, unit quantities, SKUs or part numbers, descriptions, applicable prices, and requested delivery dates. All orders are subject to acceptance by Company. Receipt of an order confirmation does not constitute acceptance or confirmation of price or availability.

You will be notified prior to shipment if there is any change in price, availability, taxes, or shipping charges. Orders may not be cancelled or rescheduled without Company's consent, which may be granted at Company's sole discretion.

You are responsible for all applicable state and local taxes, including sales, use, excise, privilege taxes and or 3rd party lease agreements. **All orders are final. Meaning all orders made by any client, are agreeing to the terms and conditions.**

3. SHIPPING AND DELIVERY; TITLE; AND RISK OF LOSS

Shipping and handling charges are in addition to Product prices unless otherwise stated. Company will ship based on availability and may make partial shipments.

Title and risk of loss for purchased Products pass to you upon shipment unless otherwise noted. Title and risk of loss for leased Products remain with the lessor.

You grant Company a security interest in all equipment covered by this Agreement until full payment is received and authorize Company to file a financing statement under the Uniform Commercial Code.

4. INVOICES AND PAYMENT

You agree to pay all amounts due according to the payment terms stated in this Agreement or on the invoice. Payment terms are at Company's sole discretion.

Unless otherwise agreed, payment must be received prior to order acceptance. Accepted payment methods include credit card, wire transfer, or prearranged terms.

Invoices may be issued separately, each with its own due date. You agree to pay any collection costs, including reasonable attorney fees, court costs, and arbitration costs, incurred by Company.

5. DOAs / RETURNS

You must notify Company immediately if any Product arrives damaged or is dead on arrival ("DOA").

Returns for non-defective Products are limited to unopened items and are subject to a 25% restocking fee. Products must be returned within ten (10) business days in complete, resalable condition with original packaging and materials.

A Return Material Authorization (RMA) number is required prior to any return.

No returns or refunds on any custom builds.

6. SOFTWARE

Software Products ("Licensed Software") are provided subject to the applicable end user license agreement. Nothing in this Agreement grants rights beyond those expressly provided in such license. Any software license that originates from the manufacturer, will be subject to their own license terms and conditions. Once contract is agreed upon to manage license, the manufacture and company terms and conditions apply. All monthly, bi-monthly, and yearly payments are due on time. If a subscription invoice is not paid when due, Company may suspend or turn off the subscription or license until the balance is paid, and a late fee may be added to the unpaid invoice. All licenses are only estimates and subject to price change at any time.

7. WARRANTIES

Company is not the manufacturer of the Products. Any warranties are provided solely by the manufacturer.

ALL WARRANTIES, IF ANY, ARE PROVIDED BY THE MANUFACTURER AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. COMPANY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, NONINFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE.

You waive any claims against Company related to product liability or intellectual property infringement.

8. MANAGED, PROFESSIONAL, AND TECHNICAL SERVICES

If Company provides Services, they will be delivered as described in the applicable quote or estimate.

If Services do not meet agreed service levels, you must notify the Company in writing within 30 days. The company will make reasonable efforts to correct the issue. This is your sole remedy. Company is not responsible for any data loss, company only assists in data protection prevention. MSP and Support services are not reliable to any damages to any software or hardware. Our team solely assists in correcting issues.

9. LIMITATION OF LIABILITY

Company's total liability shall not exceed the amount invoiced under this Agreement.

Neither party shall be liable for indirect, incidental, special, consequential, or punitive damages, even if advised of the possibility.

10. FORCE MAJEURE AND DISPUTES

Company is not responsible for delays or failures caused by circumstances beyond its reasonable control, including manufacturer or distributor shortages, shipping delays, natural disasters, power or internet outages, labor disputes, or government actions. All delivery dates are estimates and not guarantees.

By placing an order with JD IT Solutions LLC, you and Company agree to resolve any dispute as follows:

(a) Notice and good-faith talks. You will first notify Company of the dispute in writing, and both parties will work in good faith for thirty (30) days to resolve it.

(b) Binding arbitration. Any dispute not resolved within those thirty (30) days will be settled by binding arbitration instead of in court. The arbitration will be conducted by a single arbitrator under the Commercial Arbitration Rules of the American Arbitration Association (AAA) and will be held in the State of Oklahoma. It is governed by the laws of the State of Oklahoma and the Federal Arbitration Act.

(c) Individual basis only. Disputes will be arbitrated on an individual basis only. Class and collective actions are not permitted, and both parties waive any right to a jury trial.

(d) Small claims court. Instead of arbitration, either party may bring an individual claim in small claims court if the claim qualifies.

(e) Final decision. The arbitrator's decision is final and binding, and judgment on it may be entered in any court with jurisdiction.

11. CONFIDENTIALITY

Estimates and order documents are confidential and intended solely for the recipient unless disclosure is required by law.

12. COMPLIANCE WITH LAWS

You agree to comply with all applicable laws and regulations, including export control laws. You will not export Products or technical data without proper authorization.

13. MISCELLANEOUS

This Agreement constitutes the entire agreement unless superseded by a separate written agreement signed by both parties.

Company rejects any conflicting terms in your purchase orders or documents unless agreed in writing.

14. Installation & Liability Agreement

JD IT Solutions LLC – Installation and Service Terms

By authorizing JD IT Solutions LLC ("JD IT Solutions") to perform installation, configuration, setup, troubleshooting, or related technical services, the customer agrees to the following:

1. Customer Authorization

The customer authorizes JD IT Solutions LLC and/or its authorized technicians or third-party service providers to perform the requested installation or technical services.

2. Third-Party Installations

JD IT Solutions LLC may utilize independent contractors, subcontractors, manufacturers, vendors, or other third-party technicians to perform or assist with an installation. Such third parties are performing services on behalf of JD IT Solutions LLC and are subject to these service terms to the extent permitted by law.

3. Existing Equipment and Environment

JD IT Solutions LLC is not responsible for defects, failures, incompatibilities, pre-existing conditions, configuration issues, network problems, electrical problems, software issues, or other conditions that existed before the installation or that are outside the reasonable control of JD IT Solutions LLC.

4. Limitation of Liability

To the maximum extent permitted by applicable law, JD IT Solutions LLC shall not be liable for indirect, incidental, consequential, special, or business-related damages, including loss of profits, loss of business, loss of data, downtime, or interruption of operations arising from or related to the installation or services.

5. Equipment Damage

JD IT Solutions LLC and its authorized third-party service providers will exercise reasonable care when performing services. To the maximum extent permitted by law, JD IT Solutions LLC shall not be responsible for damage resulting from pre-existing defects, manufacturer defects, improper equipment condition, customer-provided equipment, electrical or network conditions, or circumstances beyond JD IT Solutions LLC's reasonable control.

6. Customer Responsibility

The customer remains responsible for maintaining appropriate backups of data and for ensuring that equipment, software, network infrastructure, electrical service, and other systems are suitable for the requested installation.

7. No Guarantee of Third-Party Equipment

JD IT Solutions LLC does not warrant the performance, reliability, compatibility, or continued operation of equipment or software manufactured or supplied by another company. Manufacturer warranties and policies remain the responsibility of the applicable manufacturer or supplier.

8. Acknowledgment

By approving the installation by any purchase or estimate given, the customer acknowledges that they have read and agree to these terms and authorize JD IT Solutions LLC to proceed with the requested services.

This Agreement is governed by the laws of the State of Oklahoma.

Company may assign its rights; you may not assign yours without written consent.

If any provision is found invalid, the remainder will still apply. Failure to enforce any provision does not waive future enforcement.

All amendments must be in writing and signed by both parties. Termination does not affect outstanding obligations.

Consumer Terms

Consumer Terms (for individuals purchasing for personal or household use).

These Consumer Terms apply when you buy Products or Services from JD IT Solutions LLC ("Company," "we," or "us") as an individual for personal, family, or household use, including through the Shop on this Site. "Products" has the same meaning as in the business terms above. If you are buying for a business or other organization, the business terms apply instead. For consumer purchases, these Consumer Terms take the place of the business terms wherever the two differ.

Nothing in these Consumer Terms limits any right you have under consumer protection laws that cannot be waived or limited by agreement.

C1. QUOTES AND ORDERS

Our Shop does not show prices online. To buy, you request a quote through the Shop, by phone, or by email. Your quote will list the Products or Services, the price, estimated taxes, shipping, and any other charges, and how long the quote is valid (usually thirty (30) days).

Your order is placed when you accept a quote, and it is confirmed when we confirm it to you in writing. If the price, availability, taxes, or shipping charges change before your order ships, we will tell you first, and you may cancel for a full refund of anything you have paid for that order.

You may cancel an order at no charge before it ships, or for Services, before work begins. If an item is a special order that cannot be cancelled once ordered, we will tell you on your quote before you accept it.

C2. PAYMENT

Payment is due as stated on your quote or invoice, using a payment method listed there. We do not charge you for anything that was not shown on your quote or invoice or that you did not otherwise approve.

C3. SUBSCRIPTIONS AND LATE PAYMENTS

Some software, licenses, and support plans are billed on a recurring basis. Your quote will show the billing period and renewal terms. Subscription prices may change at renewal; we will tell you about a price change before the renewal date, and you may cancel before it renews. Some manufacturer subscriptions carry a fixed commitment term; if so, we will tell you on your quote before you accept it.

If a recurring payment is not received by its due date, we will contact you. If it remains unpaid at least ten (10) days after that notice, we may either (a) charge a reasonable late charge, shown on your quote or invoice, that does not exceed the amount allowed under Oklahoma law, or (b) suspend only the affected subscription, license, or service until the balance is paid. Suspension does not affect other Products you have already paid for.

C4. SHIPPING AND DELIVERY

Shipping charges are shown on your quote. Delivery dates are estimates. Title and risk of loss pass to you when the Product is delivered to you.

Please check your order when it arrives and let us know within seven (7) days if anything is damaged, missing, or dead on arrival ("DOA") so we can fix it quickly. Telling us later does not take away any right you have under the law.

C5. RETURNS AND REFUNDS

- **Dead on arrival or defective items.** If a Product is DOA or defective, contact us and we will replace it, arrange a repair, or give you a full refund. There is no restocking fee, and we pay the return shipping.
- **Unopened, non-defective items.** You may return an unopened item in its original sealed packaging within thirty (30) days of delivery for a refund of the item price. There is no restocking fee. Unless we made an error, original shipping charges are not refunded and you pay for return shipping.
- **Opened, non-defective items.** These can be returned only where the manufacturer's return policy allows it or where the law requires it.
- **Custom builds and special orders.** Custom-configured systems, special orders, and activated software or license keys can be excluded from non-defective returns only if we tell you so in writing on your quote before you buy. These items are still covered for DOA and defects.
- **How to return.** Contact us before sending anything back and we will give you a return authorization number and instructions.
- **Refunds.** Approved refunds go back to your original payment method within ten (10) business days after we receive the return.

These policies are in addition to any return, refund, or cancellation rights you have under the law.

C6. SOFTWARE

Software is provided under the manufacturer's license terms, which we will identify on your quote or at delivery. Those license terms govern your use of the software.

C7. WARRANTIES

Company is not the manufacturer of the Products. Manufacturer warranties pass through to you, and we will help you make a warranty claim. Services we arrange will be performed with reasonable care and skill.

To the extent permitted by law, Company disclaims implied warranties, including the implied warranties of merchantability and fitness for a particular purpose. Some states do not allow implied warranties to be disclaimed or limited, so this disclaimer may not apply to you. Where the law does not allow implied warranties to be disclaimed, they apply to the extent the law requires.

C8. SUPPORT, INSTALLATION, AND OTHER SERVICES

JD IT Solutions LLC coordinates support, installation, setup, and other technical Services, which are delivered through trusted partners, such as independent technicians and service providers. Your quote will describe the Services and who will deliver them.

Please back up your data before any Service. We and our partners will take reasonable care with your devices and data. If a Service is not performed as described, tell us within thirty (30) days and we will arrange for it to be corrected at no extra charge or refund the price of that part of the Service. This does not limit any other remedy you have under the law.

C9. LIMITATION OF LIABILITY

To the extent permitted by law, Company is not liable for indirect, incidental, special, or consequential damages, and Company's total liability for a claim is limited to the amount you paid for the Product or Service that the claim relates to.

These Consumer Terms do not ask you to give up any product liability claim. Nothing in them limits liability for personal injury or property damage caused by Company's negligence, for fraud or willful misconduct, or any other liability that cannot be limited under applicable law.

C10. RESOLVING DISPUTES

If you have a concern, please contact us first. We will work with you in good faith to resolve it within thirty (30) days.

If we cannot resolve it, either of us may bring the claim in any court that has jurisdiction, including small claims court.

Optional arbitration (opt-in only). Arbitration applies to you only if you clearly choose it at checkout or when you accept a quote, by checking a separate box that describes this arbitration agreement. Choosing not to opt in has no effect on your order, its price, or any other part of these Consumer Terms. If you do not opt in, you keep your right to go to court, including any right to a jury trial and to take part in a class action.

What opting in means. If you opt in, any dispute we cannot resolve informally will be decided by binding arbitration instead of in court:

- A single arbitrator will decide the dispute under the Consumer Arbitration Rules of the American Arbitration Association (AAA).
- The arbitration will be held in Oklahoma or, if you prefer, by phone or video.
- Company will pay the filing, administration, and arbitrator fees to the extent they are more than what you would pay to file a lawsuit in court.
- Claims are decided on an individual basis only. There are no class actions and no jury.

Small claims court. Even if you opt in, either of us may bring an individual claim in small claims court if the claim qualifies.

C11. GOVERNING LAW

These Consumer Terms are governed by the laws of the State of Oklahoma. This does not take away any protection you have under the consumer protection laws of the state where you live that cannot be waived by agreement.

C12. YOUR INFORMATION

We use your contact and order information only to prepare quotes, fulfill orders, and provide support. We share it only as needed with the manufacturers, distributors, shippers, and partners involved in your order or Service.

C13. CHANGES TO THESE TERMS

We may update these Consumer Terms from time to time. The version in effect when you accept your quote applies to that order.

C14. CONTACT US

JD IT Solutions LLC

Email: sales@jditso.com

Hours: Monday–Friday, 8 AM–5 PM CT