



Overview

The Leading Distributor
of Cables, Memory
and GBICs Products

the original
alternative . . .

At a time when margins are suffering daily erosion, Cosmic offers customers an original alternative when sourcing networking components.

Our proposition is derived from the fact that the majority of networking vendors do not manufacture cables, memory or GBICs. Rather than design and manufacture their own components, most vendors choose to incorporate products already available from other manufacturers and resell them under their own part codes.

This is a common strategy employed by most manufacturers in a wide variety of industries and has led to the phrase Original Equipment Manufacturer (OEM).

Like many of the top networking vendors, Cosmic buys cables, memory and GBIC products in bulk, direct from those vendor-approved OEMs, and competes against networking vendors in the resale of these products.

The justification for buying through Cosmic, rather than a networking vendor is compelling. Unlike networking vendors, Cosmic operates as a specialist wholesale distributor ensuring global product availability at the lowest cost.

Cosmic will deliver the right product faster. Cosmic will save you money.

Global Capability

Cosmic remains the ONLY truly global distributor of OEM cables, memory and GBIC products.

Cosmic were the originators for alternative sourcing of cables and memory in the UK back in 1997.

No other organisation can rival the Cosmic capability to provide logistical support throughout the world.

Cosmic logistical hubs are conveniently located and intelligently stocked to enable supply on demand and same day shipping.

Quality

Throughout its existence. Cosmic has placed extreme importance on the reliability of its product range. Cosmic products are designed to meet the specific requirements of the system or class of systems into which the product will be installed.

Cosmic only provides genuine quality products from vendor-approved manufacturers.

Cosmic does not sell "third party" products, and shares the networking vendors' concerns about the questionable value of such products and the risks they represent. It is for that very reason Cosmic is dedicated to only providing its customers with products that are identical in quality, reliability and compatibility to those bought by the networking vendors.

ALL Cosmic products are supplied with a Lifetime Warranty.

The ONLY truly GLOBAL distributor of OEM cables, memory and GBIC products.

Locations in:
United Kingdom
USA
Canada
Australia

Buying OEM products from Cosmic WILL NOT affect vendor warranties for associated products

ALL Cosmic products carry a LIFETIME WARRANTY

+1 732 564 1360
sales@cosmic-inc.com
www.cosmic-global.com





Frequently Asked Questions

The Leading Distributor
of Cables, Memory
and GBICs Products

the original
alternative . .

Q. Are the products the same as I can buy from the networking vendor?

A. Yes, the products are sourced in bulk, directly from the same approved manufacturers that the vendors themselves buy from. although the outer packaging will of course not carry the vendor logo.

Q. Will buying Cosmic products effect the vendor warranty?

A. Vendor warranty covers the product or system (e.g. the router or switch). Using products sourced from Cosmic will not affect the warranty on the rest of the solution, however the vendor will obviously not warrant any products not sourced through them or their distributors. Cosmic in turn offers a Limited Lifetime Warranty on all memory, cable and GBIC products.

Q. How can I be guaranteed of the Quality?

A. Cosmic source and distribute cables, memory and GBIC products from the original manufacturer. By sourcing these products directly from the same manufacturers as the vendor, Cosmic are able to sell products built to the exact same high standards and to exactly the same specification.

Q. What if your product fails?

A. All Cosmic cable, memory and GBICs is supplied with a limited lifetime warranty. Advanced replacement is also available for 3 months from date of sales as standard and is also extendable. A point worth noting - Cosmic has never once had a product returned after having been successfully installed within a solution due to failure.

Q. How will this affect my relationship with the networking vendor?

A. Cable, memory and GBIC is not the networking vendor's core competency and they realise that companies such as yours need to secure as much margin and competitiveness as possible. It is generally recognised that as long as the components are of the required quality standard then there will be no tangible threat to the reliability of the solution. So in conclusion, as much as the vendors may not like it in certain markets (in others such as EMEA it is considered standard practice), it is a competitive market, and as such you have to compete along with everyone else for business.

Q. What credentials does Cosmic have?

A. Established in the UK in 1997, Cosmic are the *ORIGINATORS* of alternative supply for OEM cables, memory and GBICs for networking products. Cosmic has an exceptional knowledge base within the IT and network-centric marketplace. We understand your business - this is how we are able to provide excellence of service to most of the major distributors and resellers throughout the world.

Q. What other services can you offer?

A. You can always expect competent account management and logistics from Cosmic and we are currently developing an online ordering facility that will also include online order tracking, quote requests and configuration guides. Our staff have a wealth of expertise to share with you - we're just a phone call away.

Q. What makes Cosmic so different?

A. Cosmic is the only OEM distributor of cables, memory and GBICs capable of delivering a truly global service with logistical hubs intelligently located to provide efficiency of service. The industry expertise available at Cosmic is second to none - ensuring you get what you need, when you need it - all at a great price.



+1 732 564 1360
sales@cosmic-inc.com
www.cosmic-global.com



Limited Lifetime Warranty

The Cosmic Limited Lifetime Warranty is offered to all Cosmic customers for the lifetime of all Cosmic products.

Limited Warranty

Cosmic products carry a limited lifetime parts and labor warranty, that is, Cosmic warrants to the Original Purchaser of each new product that the product will be free from defective materials and workmanship for its serviceable lifetime as defined below.

The sole remedy for any such defect shall be repair or replacement, at Cosmic's discretion and at Cosmic's cost, of any unit of Cosmic's supply which, under normal installation, use and service, exhibits such defect: provided that the unit is delivered to Cosmic in the same condition as when Cosmic provided an RMA (Return Material Authorization), with all transportation charges prepaid by the Original Purchaser, within the serviceable lifetime of the product and provided that such examination discloses, in Cosmic's absolute opinion, that it is defective and provided further that this warranty has not been rendered void.

Lifetime

The lifetime is the serviceable life of the product. This is defined as the period which is the longer of a) the period during which spare parts (components) are available for the repair of the product or b) three years from the date of manufacture of the product. Should the product prove to be irreparable within the serviceable life of the product, Cosmic reserves the right to substitute an equivalent product.

Should Cosmic replace the product or substitute an equivalent product, this warranty shall apply for the serviceable lifetime of the replaced or substituted product.

Exclusions

This warranty does not extend to, and will be void in respect of, any products which have been subject to misuse, neglect, accident, fire, flood, physical damage, improper installation, unauthorized modification, use in violation of instructions furnished by Cosmic or repair by an unauthorized third party.

This warranty will be void if the product serial number or other identification marks have been defaced, damaged or removed.

Other Damage - Other damage covers problems which are not detailed elsewhere in this document. Possible causes are listed below:

- Fluid which contaminates the unit whether by accidental spillage or otherwise
- Fire or corrosion

No Fault Found - No fault found covers any product tested that is found to be not faulty and will be subject to a handling charge.

Returns

Product returned to Cosmic must be pre-authorized by Cosmic, who will provide the Original Purchaser with an RMA number which must be marked on the outside of the package and sent prepaid, insured and packaged for safe shipment by the Original Purchaser.

If Cosmic determines, after receiving the product, that the product is not covered by this warranty, then the cost of repair (if Cosmic determines to repair the product) at our then current rate and all transportation costs (including the costs of returning the product to the Original Purchaser) will be paid by the Original Purchaser.

The Leading Distributor
of Cables, Memory
and GBICs Products

the original
alternative . .

+1 732 564 1360
sales@cosmic-inc.com
www.cosmic-global.com





Key Differentiators

The Leading Distributor
of Cables, Memory
and GBICs Products

the original
alternative . .

Providing the Original Alternative

Cosmic were the original creators for alternative sourcing of cable and memory in the UK back in 1997.

Cosmic were, at this time, the only organisation to offer this service and such a strong market positioning has enabled Cosmic to provide the same original alternative from locations in the USA, Canada and Australia.

Cosmic are globally recognised as the LEADERS in the OEM marketplace.

Global Presence and Capability

Cosmic remains the **only** truly global distributor of OEM cables, memory and GBICs products.

No other competitive organisation can rival the Cosmic capability to provide effective logistical support throughout the world.

Cosmic logistical hubs are conveniently located and intelligently stocked to enable supply on demand and same day shipping.

Worldwide Vendor Relationships

Cosmic have established and maintained long-term relationships with the Original Equipment Manufacturers that are approved by networking vendors.

These relationships have enabled Cosmic to provide a global distribution service and to secure preferential pricing agreements that we then pass on to our customers.

Cosmic are the **only** OEM distributor capable of providing standardised global pricing – a clear benefit to our customers who are themselves developing a presence within emerging markets.

Market Expertise

Cosmic makes available a wealth of expertise to all its customers. We have an exceptional knowledge base with many years experience within the IT and networking marketplace. The majority of Cosmic personnel have spent a minimum of two years either within the distribution or reseller environment. This ensures a high level of product knowledge and an understanding of the way in which our customers operate – this is how we are able to provide excellence of service to major channel partners throughout the world.

Focus on Core Competency

Cosmic is completely focussed on providing OEM component products. Cosmic does not supply any other type of equipment and this includes networking hardware.

Being 100% committed to the reseller channel ensures we are at no time considered a 'threat' by competing for the same customer business.

By focussing on our core competency, Cosmic is better equipped to provide expertise and products at the most cost effective process and in the most time-efficient manner.

This is all we do – that is why we have to be the best.

What Cosmic provides is really very simple – an alternative choice, attractive pricing, great service and commitment to our customers.

+1 732 564 1360
sales@cosmic-inc.com
www.cosmic-global.com

