



RMA# W _____

For RMA Staff use only
 RMA # Valid for 14 days only

Equipment Return Authorization Form

Please fill out this form completely.

NOTE: There will be a handling charge and shipping fee if returns are made on unauthorized equipment (non-defective, out-of-warranty or physically damaged equipment) and item(s) need to be returned to customers.

Customer Name:		
Address:	City:	
Email Address:	Prov/State:	Postal/Zip Code:
Phone:	Fax:	
Invoice #:	Invoice Date:	

Item #	Qty	Serial #	Problem Description	Remark

- Customers are responsible for shipping charges to the Manufacturer Service Location.
- RMA number(s) must be clearly marked on the outer packing carton on at least 2 sides. Customers are responsible for re-packing equipment in their original packaging and using padded outer packing carton(s) to protect item(s) from damage during transit.
- Returns are not possible on any equipment where serial numbers or Manufacturer labels have been removed or tampered with.
- Please include a copy of your final invoice.
- All products to be returned or exchanged must have their complete original packaging materials including any manuals, printed materials, cabling, etc.
- All unopened or unused returned goods must be in re-salable condition after inspection to be approved for processing and will be subject to a 25% restocking fee.
- ACE POS Solutions reserves the right to charge higher restocking fees for any special circumstances, such as damaged packaging, missing parts, etc.
- Physically damaged equipment will not be accepted.
- There is no exchange, refund, or credit on select items. Some items have specific sales conditions. Please refer to your invoice or contact ACE POS Solutions for more information.
- 3 days after delivery receipt (deliveries must be signed as received), ACE POS Solutions will only assist with the return and exchange of defective products under the Manufacturer warranty service (www.acepos-solutions.com/equipmentwarranty). There are no refunds on new, used, opened, unopened or defective products 3 days after delivery receipt.**