



ACE POS Solutions Ltd.  
ATTN: RMA Assistance, Support Services  
Suite 607, 5799 Yonge Street, Toronto, ON, M2M3V3

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

1. Customers are responsible for shipping charges to the Manufacturer Service Location.
2. 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.
3. Returns are not possible on any equipment where serial numbers or Manufacturer labels have been removed or tampered with.
4. Please include a copy of your final invoice.
5. All products to be returned or exchanged must have their complete original packaging materials including any manuals, printed materials, cabling, etc.
6. 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.
7. ACE POS Solutions reserves the right to charge higher restocking fees for any special circumstances, such as damaged packaging, missing parts, etc.
8. Physically damaged equipment will not be accepted.
9. 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.
10. **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](http://www.acepos-solutions.com/equipmentwarranty)). There are no refunds on new, used, opened, unopened or defective products 3 days after delivery receipt.