



RMA AND WARRANTIES

1. GENERAL CONDITIONS FOR RETURNS

Every request for return of material must be addressed by telephone, written by fax, e-mail or through <http://www.scansourcecommunications.eu/en/returns-policy-99.htm> to the Customer Service of ScanSource.

- Material can only be returned when Customer Service issued a valid RMA number.
- An RMA number is valid for 15 days after its issue by Customer Service; consequently the concerned products must be returned to ScanSource within that period of time.
- Only material purchased at ScanSource can be returned. Verification is done based on the serial numbers, sometimes upon invoice number and date.

Returned goods must be in original manufacturers shipping cartons complete with all packing materials. All goods for return shall be returned freight prepaid or in the manner specified in the RMA.

Do not write on the product box.

The RMA number should be visible on the shipping label and outer box.

Product will be refused in the following circumstances:

- If a product is returned missing any components sent with the original order.
- If the condition of the returned product is in any way misrepresented.
- If the received product is damaged in any way.
- If there is not a valid and visible RMA number.
- If a product returned on a DOA is tested as a full functioning product.
- If product is received over 20 days after the date the RMA number is issued.
- If a product is not returned in the original packaging and/or box

Customer is ultimately responsible for the condition of the returned items. These policies should be communicated to their end-user customers.

Product that is discontinued or obsolete from the supplier does not qualify for a return. ScanSource does not accept returns of print heads, bar code media, software or service contracts.

In cases where replacement units need to be issued, this will be actioned using the standard delivery terms. This process and costs will be provided by ScanSource.

Note: Express shipment can be offered if the claimant accepts the increased costs.

2. REASONS FOR RETURNS

DOA (dead on arrival)

- The DOA problem must be reported within 5 working days after receipt of the product (based on delivery according to tracking number of original invoice).
- If a product is tested and the problem is not duplicated, there will be a 15% "no problem found" fee charged to the customer.

Defective products

- ScanSource does not offer any warranty other than the one imposed by the manufacturer to ScanSource. Consequently, the warranty conditions proposed by ScanSource will be an exact copy of the manufacturer's. You can consult them on our web site <http://www.scansourcecommunications.eu/en/warranty-info-98.htm>.

Wrong deliveries by ScanSource

- Customer Service must be notified of all wrong deliveries within 15 days date of invoice.
- Only products in their original condition and without damages to the box will be accepted for return.
- Transportation cost for returning the material will be at the expense of ScanSource.
- ScanSource will attempt to collect goods only once. If the customer or end user is not present for the pickup, they must return the products at their own expense.

Products damaged at delivery by ScanSource

- Customer Service must be notified of all damaged deliveries within 10 days date of invoice. Damage must be reported to courier at the reception of goods. Pictures of the damage need to be supplied to Scansource: please keep all boxes available for inspection by carrier.
- Transportation cost for returning the material will be at the expense of ScanSource.

Wrong customer order

- All requests have to be made within 15 days of invoice.
- ScanSource reserves the right to issue or not an RMA number for the return of material in case the customer placed a wrong order.
- ScanSource reserves the right to charge the customer a restocking fee of at least 15% of the product value, with a minimum of € 40.
- ScanSource does not accept the return of following goods:
 - Media (Labels and ribbons)
 - Print heads
 - Software
 - Inactive products
 - Service contracts

Special/exotic products

- ScanSource will in no case take back material that was specifically ordered for a customer.

RETURN OF GOODS

Goods will be returned in their original packaging, complete, without any printed tape nor any writing on the box to following address only:

ScanSource Return Centre
ScanSource Europe
Zoning Industriel Liege Logistics.
Rue Louis Bleriot 5
B - 4460 Grace-Hollogne
Belgium

Damaged boxes are not accepted.

SHIPMENT RECOMMENDATIONS

Returns are only accepted if acknowledged through an RMA-number.

This RMA-number must be clearly indicated on the upper side of the box in such way that damage of original box is excluded. Always mention the RMA-number on the freight slip as well, especially when returning the goods yourself.

CONTACT

Customer Service: Opening hours Monday - Friday 09.00 - 17.00 GMT

- Phone: 01784 740008

- Fax: 01784 471271

- Email: cust.services.europe@scansourcecommunications.eu

I have read, understand, and agree to ScanSource RMA Terms and Conditions

Reseller signature and date: