



RMA

D.O.A.
ON WARRANTY
OUT OF WARRANTY
OTHER

7225 N.W. 25th Street, #113 Miami, Florida 33126 Telephone (305) 300-1786 Fax (309) 218-4431 e-mail: info@posofamerica.com

Client Information			
Company Name			Account Number
Contact			
Phone	Fax	E-mail	
Additional Comments			
Products to Return			
Part #	Serial Number	Qty	PROBLEM
Fax this completed form to (309) 218-4431 or e-mail: info@POSofAmerica.com			
Ship products to: POS of America ATTN.: RMA # _____ 8501 NW 17TH STREET, No. 12 MIAMI, FL 33126		For POSofA Only:	
		RMA #	
		Issued by	
		Date Issued	
RETURN WITHIN 30 DAYS OF ABOVE			

There may be a restocking fee of up to 25% for returned products or for any products returned as defective that have no problems. A 10% re-box fee is charged on any box not returned in resalable condition. The customer will be charged for all missing items. For customers on credit terms, credit will be applied to your account when the product is received by POS of America. Replacement product will be sent upon receipt of product by POS of America. **Shipment costs are the responsibility of the customer.** RMA numbers are valid for thirty (30) days only. Product received without an RMA number or an expired RMA number will be returned opened. There will be a restocking fee on returns resulting from customer error. To avoid additional restocking fees, the following criteria must be met: 1) You must use the original manufacturer's packing, both inside and out side. 2) All returns must be complete with all manuals, cables, warranty cards, static bags, etc... just as you received them. 3) Product must be clean and without scratches or usage marks of any kind. Do not write on the box (Customer will incur a 10% re-box fee if the box is not returned in resalable condition). Customer is responsible for freight costs when returning product. If product was shipped to you double-boxed, it must be returned doubled-boxed. Note: The restock fee may vary based upon the condition of the returned product. The minimum fee is 5% of U.S.\$50, whichever is more. POS of America does not accept returns of special orders, printheads, Barcode media, Software or Symbol Contracts. If You send the product to be fixed, please remove accessories. We are not responsible for missing accessories. For Walk-in customers our RMA hours are from 9:00 a.m. to 5:00 p.m.

Thank you for your information. You should receive a response from Customer Service within 24 hours.