

## General

1. An RMA authorization number must be obtained from our Service Department prior to returning any product.
2. An RMA authorization number may only be issued when the following conditions are met:
  - A **RMA Request Form** is fully completed and submitted to GenPOS for authorization.
  - Proof of purchase is provided (Invoice number submitted by form, or a clear copy of the original invoice).
  - Please be as specific as possible when describing the trouble with the product submitted for RMA. Returning a product without a valid RMA authorization number will result in the product(s) being returned to sender freight collect plus a handling charge of \$25.00.
3. All RMA shipments to GENPOS must be pre-paid, with the RMA number clearly marked on the label/box. **\*\*\*Please do not write on manufacturer boxes.\*\*\***
  - Collect shipments will not be accepted.
  - GenPOS is not responsible for any loss/damage in transit.
  - GenPOS is not liable for any data lost due to servicing or replacement of any returned storage device or system on which data was stored, including, but not limited to, Hard-Drives, Solid-State Drives, Optical Media, USB flash drives and cards, or any other data storage media.
4. If points (1) to (3) are not fulfilled, our Service Department will not process the RMA and will return the RMA product(s) to the customer COLLECT.
5. An RMA product that is found to be defective, and either repaired or replaced by GenPOS, will be returned to customers using ground service at our own expense on the condition that the RMA product(s) was shipped to us. If the RMA product was dropped off in person, customers will have to pick up the repaired/replaced product(s) at their convenience, during normal business hours.
6. When making inquiries, always refer to your RMA number.
7. Walk-in customers will not be entertained if (1) and (2) are not fulfilled unless walk-in customers are with complete information to fill in the RMA Request Form at our desk. Please aware that there may be a wait time for processing. All RMA product(s) will be replaced or repaired at our discretion within the terms and limits of the manufacturer's warranty.
8. Improper packaging, physical damage or alternation of serial numbers will void all warranties.
9. GENPOS may cross-ship RMA replacement products at its sole discretion.
10. In the case of an RMA product that proves not to be defective, a service charge of \$25.00 per item, plus shipping, may be applied.

## Procedures

### A. Online Applications.

1. Please fill in the online **RMA Request Form** completely .
2. Please specify the problem(s) of the product(s) as precisely as possible. It is essential to speed up the process.
3. Our Service Department will issue a RMA number on the RMA Request Form and return to you by e-mail.
4. A RMA number is not a proof of receipt.

## DOA (Dead On Arrival) Policy

All DOA products must be shipped for return to GenPOS within 14 days after the date of our invoice. All DOA products will be replaced or repaired at GENPOS discretion and subject to conditions of the Manufacturer's Warranty. DOA returns are subject to the RMA Policy & Procedures. Any physical damage found on product(s) will not be considered as DOA.

## Return for Credit Policy

1. This policy extends for a period of 7 days from the date of receiving product. All products requested and authorized as Return for credit must be shipped for return to GenPOS within the first 15 days of original purchase date, not the authorization issue date\*. There is no refund of credit for specials order items.
2. Return for Credit will only be accepted when the item(s) is in original manufacturer sealed packing and re-sellable condition. If the product(s) shows signs of use, it may not be returned.
3. Credits can be applied towards future purchases only. NO CASH REFUND. All credits remain in effect for 1 year.
4. All products returned For Credit are subject to the RMA Policy & Procedures.
5. All returns must be in their original shipping cartons with original packing materials. They must contain all manuals, cables and accessories.
6. A 20% restocking fee or current selling price (whichever is lower) and back-charge of freight will apply based on the product(s)'s purchase price as stated in the sales invoice.
7. Some CPU, memory, systems, notebooks, LCD/LED monitors, printers, warranty, software and consumable items may not be authorized for credit or replacement, at the sole discretion of GenPOS.
8. Credit will be final only after receipt of the returned product(s) and approval.
9. GENPOS reserves the right to refuse any request to issue credit for returned products.
10. Collect shipments will not be accepted\*.

\*Exception is allowed for products invoiced under the 30/30 Demo Program.

## Service Charges

Hourly Labour Rate	\$105.00/hour
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Non-Defective items	\$25.00 diagnostic fee per item + shipping costs
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Non-GENPOS items	\$25.00 handling fee per item
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Refused Shipments	\$25.00 handling fee + shipping costs
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Revised: 2019

All RMA policies are subject to change without further notice.