



FAX REQUEST TO RETURN PRODUCTS

**ATTENTION: Returns Department – Fax (905) 738-1147
Toll Free Fax: 888-269-7511**

Customer No.: _____ Date: _____

Customer Name: _____

Department: _____

Contact Name: _____

Telephone: _____ Fax: _____

Date of Purchase	Invoice Number	Product Code	Quantity Returned	Description	Invoice Price	Reason for Return

Return Policies and Guidelines

Return Procedure

All returns require prior approval and a valid Return Authorization number (RA#). To obtain an RA# please use this fax form and please provide all information as required above. An RA# will be faxed or mailed to you within 48 hours with detailed instructions on shipping address and method, special packaging or markings etc.

Validity

All returns must arrive at our warehouse within 15 days of the RA# being issued. **Do not return products without an RA#. No claims will be accepted and no credit issued. Do not return products other than those listed above. We will not be able to process a credit and they will not be sent back.**

Products Purchased in Error

These can be returned for full credit within 10 business days from date of shipping. No returns will be accepted after this period. A restocking charge of 15.0% may be applied for products purchased in error. Credit will be issued only on products returned in their original unmarked packaging and in resalable condition. **Special order products and/or non-stock items purchased in error will not be accepted for return or exchange.**

Products Shipped in Error

These can be returned for full credit within 10 business days from the date of shipping without restocking fees. No returns will be accepted after this period. Credit will be issued only on products returned in their original unmarked packaging and in resalable condition.

Faulty and Defective Products

Non- Returnable Products – Exclusion from RMA's

The following manufacturers do not accept returns from distributors but only from the direct user. Please contact the manufacturer directly:

Brother	1 877 276 8437	Fuji	1 800 461 0416
Exabyte	1 760 305 5517	Xerox / Tektronix	1 800 835 6100

All other claims will be processed through **QRX Technology Group** as follows: product must be returned for credit within **3 months** from the shipping date and/or within the terms of the Manufacturer's original warranty. All products returned as defective will be tested and if found to be not defective they will be returned to sender freight collect with the test results. Please note that our warranty and return policy do not cover the following conditions:

- Failure of product resulting from misuse, abuse, accident, mishandling or neglect.
- Failure of product resulting from improperly adjusted or maintained equipment.
- Incorrect storage as outlined by the Manufacturer's warranty.
- Products that have reached the end of their duty cycle through normal and ordinary use.