

Return Merchandise Authorization

Please fill out and put in box with returned item.

Please Ship to:
Cash Registers Online
3109 W 41st St
Suite #3
Sioux Falls, SD 57105

RMA # _____

- Please call Cash Registers Online at 605-275-2560 to obtain an RMA number
- Please print out this form and write RMA number provided on line above
- Sign and date the bottom and place in box with returned item
- Any packages sent in without prior approval will be denied.

Obtain RMA

A Return Merchandise Authorization number must be obtained prior to shipping any item for return, exchange, or warranty repair work. Please call 605-275-2560 to obtain an RMA number. Because some of our products are drop shipped, please do not use the address on the UPS label for return. Please make all returns to our office in Sioux Falls, SD. See above for our correct address.

Package Carefully

When returning any items, please make sure you have all the original packing materials in place, or items especially cash registers may get damaged. The customer is responsible for damage caused by improper packaging. Please insure your package for at least the amount the item being returned and use a shipping company that provides tracking numbers as these may be required to process a refund.

Returns & Exchanges

Items can be returned for a refund or exchange within **14 days** of receipt, all items returned in new unopened original condition will be subject to a 15% restocking fee less shipping charges. Any item that is not in its original condition, or is damaged, missing parts, manuals or incurred damages from shipping due to improper packaging will be subject to a restocking fee of up to 50%. The amount of the refund will be calculated upon inspection of the returned merchandise. Cash Registers Online does not accept returns or exchanges on merchandise without original packaging. **All sales are final and non-refundable on special ordered items, manuals, programming, support and shipping.**

Defective Merchandise

An item deemed defective or dead on arrival by one of our technicians will be only be exchanged for a new replacement if it is reported within **2 business days** of receiving the item. When a replacement items is sent for exchange Cash Registers Online will cover the shipping of the replacement item to the customer, the customer is responsible for shipping the defective merchandise back to us. Under no circumstance does Cash Registers Online send return labels for defective equipment. If upon inspection the equipment sent back is found not be defective, shipping for the replacement item will be charged.

Warranty Repair

If you have problems with the cash register or point of sale equipment within the warranty period, you may return the product and we will fix it and send it back to you. You must pay for shipping to send the machine in to us; we will pay shipping back to you.

Signature

By signing this form, I agree to Cash Registers Online RMA policy.

Date

