



## IMPORTANT PLEASE READ

### CashRegistersOnline.com Terms and Conditions

#### Technical Support

Cash Registers Online offers free technical support on all equipment we sell for the first 90 days. After 90 days technical support can be purchased in for \$25 per incident (up to 30 minutes). Please have your invoice number ready before calling for support. Cash Registers Online is available for technical support via telephone at 605-275-2560, Monday thru Friday 8AM to 4:30PM Central Standard Time. Cash Registers Online wants you to know that you are purchasing a cash register at extremely discounted prices and that unless you purchase programming from us, you are responsible for programming your cash register. If you do not feel comfortable programming your cash register, we urge you to purchase programming. We will do this programming prior to shipping you the cash register. We do sell many cash registers and we may not be available to take your call upon your first call. We will support our customers on a first come first served basis. We may not be able to get to your support questions on the same business day. We want it to be known that we will do our best to support your programming needs, but that it is ultimately YOUR responsibility to program your cash register. Although we will do our best to help you, a lack of support is not a reason to return your cash register. Again, please make sure you feel comfortable with programming, or have us do it for you prior to shipping.

#### Warranty

All new merchandise we sell comes with the full manufacturer warranty. During the warranty period all work has to be performed by Cash Registers Online which may require sending the item in for repair. We do not send return labels for warranty repair. We will however ship the item sent in for warranty back to you via ground shipping at no charge, if faster shipping is desired the customer is responsible for the extra shipping fees. Cash Registers Online does not offer loaner equipment while warranty is being performed.

#### 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.

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.

A Return Authorization must be given prior to making return. Please call 605-275-2560 to obtain an RMA number. Because some of our products are drop shipped, please do not use the UPS label for return. Please make all returns to our address in Sioux Falls, SD.

#### 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 two 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.

#### Cancellations

Once your order is place, we are required to charge up to a 15% restocking fee for the cancelled order in order to cover our credit card service fees. Our system charges your credit card and we are charged fees from our credit card company. We are also charged a fee for the refund to the credit card. If you are not sure you need or want the order, please do not finalize it.

#### 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. See Warranty Policy above for more information.