Return Material Authorization (RMA) Policy

CRS's mission is to provide our customers with the best, most reliable Products with award-winning support and services.

Optional Extended Warranty and Service Plans

CRS's extended ***Service Shield℠*** warranty terms (***WarrantyPlus℠*** *and* ***Accidental Damage Protection - Tablets***) and service plans (***NexDay Xchange℠***) may be purchased for an additional fee from CRS or its Authorized Distributors.

For pricing information, contact a CRS Territory Sales Manager, an Authorized CRS Distributor, or see CRS's "Optional Warranty and Service Programs – Reseller Price List" which is available in the dealer area of the CRS website at www.crs-usa.com.

Contact your CRS Territory Sales Manager (TSM) for more information:

Territory	TSM	email	Phone
Atlantic	Craig Fuss	craig.fuss@crs-usa.com	1-800-333-4949 (ext. 2719)
Central	Tom Foster	tom.foster@crs-usa.com	1-800-333-4949 (ext. 2788)
Northeastern	Craig Fuss	craig.fuss@crs-usa.com	1-800-333-4949 (ext. 2719)
Northern	Brett Broxey	brett.broxey@crs-usa.com	1-800-333-4949 (ext. 2744)
Southern	Patrick Henrich	patrick.henrich@crs-usa.com	1-800-333-4949 (ext. 2728)
Western	Fernando Arellano	Fernando.arellano@crs-usa.com	1-800-333-4949 (ext. 2722)

Warranty Information

On the Dealer area of our website, www.crs-usa.com, refer to:
"Warranty Information" for CRS's *Limited Warranty and Disclaimer of Limited Warranty*,
"Accidental Damage Protection Warranty—Tablets" for optional Tablet warranty.

Repair Centers

CRS Repair Center

Some goods or Products sold by CRS and through its Authorized Distributors such as CRS, SAM4S, SNBC and Hisense brand products are directly serviced by CRS. See CRS's "Product's Limited Warranty Period and Repair Centers" for Standard Limited Warranty periods and a complete list of Products directly serviced by CRS's Repair Center. BEFORE returning any Products you must receive a RMA# or your shipment may not be accepted and return shipping charges or special handling charges will be your responsibility.

Manufacturer's Authorized Repair Center

Some goods or Products sold by CRS and through its Authorized Distributors are not serviced by CRS's Repair Center and are only serviced by the respective manufacturer's authorized repair center. CRS will convey to Reseller any transferrable manufacturer's warranties relating to the specific Product purchased. See CRS's "Product's Limited Warranty Period and Repair Centers" for Standard Limited Warranty periods and a complete list of Products serviced only through the Manufacturer's Authorized Repair Center.

Products should be submitted directly to the manufacturer's repair center by obtaining a RMA# from the manufacturer's contact information listed on CRS's "Product's Limited Warranty Period and Repair Centers." Resellers may return products to CRS subject to additional charges including, but not limited to, handling fees, longer repair turnaround time and shipping charges incurred processing the repair on Reseller's behalf with the manufacturer.

CRS Repair Center Service Plans

Should you need to return any goods, whether Products, parts or supplies, purchased from CRS, all return claims must be made pursuant to CRS's Return Materials Authorization (RMA) Policy and Procedures.

Please refer to one of the following RMA Procedures for processing your RMA:

Advanced Exchange Replacement – NexDay Xchange℠ and Early Failure Protection
Depot Express℠ - Standard Depot Repair Service
Return for Exchange or Credit
Damaged Goods Shipment

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Advanced Exchange Replacement

NexDay Xchange℠

Products covered by ***NexDay Xchange℠***, an optional CRS ***Service Shield℠*** warranty service plan available for an additional fee from CRS or its Authorized Distributors, will be replaced per the Advanced Exchange Replacement Procedure on advanced exchange via UPS Next Day Air at the discretion of CRS per CRS's *Limited Warranty*, or CRS's optional *Accidental Damage Protection Warranty - Tablets.*

Early Failure Protection

For up to thirty (30) days from date of purchase from CRS or CRS's Authorized Distributor, CRS or its Authorized Distributor will provide expedited advance exchange replacement of affected Product that fails to operate. "Fail to operate" shall mean a material failure to substantially perform in accordance with the Product's technical specifications and shall not include cosmetic or other deficiencies that do not materially affect performance.

CRS, at your request, will ship replacement Products in advance of receiving the failed Products per the Advanced Exchange Replacement procedure. CRS will pay UPS Ground, or UPS Next Day if you request, for the advanced replacement shipment and CRS will pay UPS Ground Service for the return of the Early Failed goods.

You will be invoiced at the prevailing price for the advanced exchange replacement goods shipment. A credit will be issued when the early failed goods are returned to CRS within fifteen (15) days.

For Products not serviced by the CRS Repair Center, contact the Manufacturer's Authorized Repair Center for their early failure or Dead-on-Arrival replacement policy.

Advanced Exchange Replacement Procedure

The following describes the policy and procedures for an Advanced Exchange Replacement:

Step 1. Required Information

The following information is required to assign you a RMA# to return Products to CRS.

- ☑ Reseller's CRS Account # and business name
- ☑ Address where the advanced replacement Product is to be shipped
- ☑ Your contact name, phone number and email address
- ☑ Product Model or Part Number
- ☑ Product Serial Number
- ☑ Configuration of the Product, (e.g., Printer I/F, Terminal O/S-Memory-Installed Options, etc.)
- ☑ Purchased Date
- ☑ Receipt or proof of purchase – CRS Invoice number or copy of Authorized CRS Distributor's Invoice
- ☑ Description of problem or failure and trouble-shooting performed to isolate cause

Step 2. Contact CRS to Submit a Claim

1. CRS will accept and process Advanced Exchange Replacement claims:
   Monday through Friday, from 8am until 5pm CST/CDT, excluding CRS designated holidays.
   Claims received before 2:00pm CST/CDT will be processed and replacement Products shipped the same day.
   Claims received after 2:00pm CST/CDT will be processed and replacement Products shipped the next business day.

2. For urgent cases requiring advance replacement, please contact CRS Technical Support. CRS Technical Support will verify the actual Product failure details and expedite your RMA process.

   CRS Technical Support:

Rick Boehm	rick.boehm@crs-usa.com	1-800-333-4949 (ext. 2717)
Matthew Haley	matthew.haley@crs-usa.com	1-800-333-4949 (ext. 2780)
Matt Rees	matt.rees.@crs-usa.com	1-800-333-4949 (ext. 2726)
Dan Sanderson	dan.sanderson@crs-usa.com	1-800-333-4949 (ext. 2710)
General email	crssupport@crs-usa.com	

3. If CRS Technical Service cannot correct the problem and determines that the problem is the result of Product failure covered under CRS's Warranty policies, you will be directed to a CRS Customer Service Representative or CRS Inside Sales Representative. The Customer Service Representative or Inside Sales Representative will work with the CRS Repair Center to get a RMA# assigned for returning the failed product to CRS, and will assist in expediting your RMA process.

CRS Customer Service Representatives:
Cathy Sanders cathy.sanders@crs-usa.com 1-800-333-4949 (ext. 2765)

Step 3. Advanced Exchange Replacement Shipment from CRS

1. CRS will invoice your account for Product shipped to you or your customer's location on CRS's ***NexDay Xchange℠*** or Early Failure Protection advanced replacement program.

2. **For *NexDay Xchange℠* claim**, replacement shipment will be made free freight by UPS – Next Day Air to you or your customer's location. Shipments will be made only to locations in the forty-eight (48) contiguous United States.

3. **For Early Failure Protection claim**, replacement shipment will be made free freight UPS – Ground service to you or your customer's location.

4. Replacement Products will be new, refurbished or reconditioned and configured to match as closely as possible to the unit originally purchased. If the warrantied Product is no longer available, you will receive a replacement equivalent to the failed Product, typically the next product generation.

5. Replacement Products will remain under warranty for the remainder of the Product's Limited Warranty Period or Optional Warranty Period, if purchased.

6. **For *NexDay Xchange℠* claims**, Product may be exchanged under this program a maximum of three (3) times. If a product no longer qualifies for advance replacement, it must be sent to CRS for warranty repair using the standard RMA repair and return process as per CRS's Depot Express repair.

Step 4. Return of Failed Product to CRS

1. RMA instructions and return labels for the failed Product to be returned to CRS will be included in the original box of the replacement Product shipped to you or your customer.

2. Failed Product must be returned and shipped to CRS within fifteen (15) business days of receipt of the replacement Product using the pre-paid UPS Ground service labels included with the Advanced Exchange Replacement Product. The RMA# must be clearly indicated on the box.

3. Early Failure Protection claim goods to be returned to CRS are expected to be 100% complete with all packaging, manuals, cables, disks, accessories, etc.

4. Failed Product must be properly packed according to these guidelines when returning product to CRS:

   - Use the Product's original packaging and be sure to properly package all items.
   - You are responsible for RMA items that arrive at CRS damaged in transit due to improper packaging.
   - Include a copy of the Authorized RMA Request Form or RMA Notification in the carton.
   - Write the RMA# on the return label or outside of the carton.
   - Using the pre-paid UPS Ground labels provided, ship the failed Product to the below address.

     Cash Register Sales, Inc.
     4851 White Bear Parkway
     Saint Paul, Minnesota 55110
     RMA#: _____

Step 5. Close of Advanced Exchange Replacement Claim

1. CRS will issue a credit to your account upon CRS's receipt of the returned failed Product within fifteen (15) days of authorized RMA issue date. You are responsible to ensure failed Product is properly returned to CRS. CRS may at its option, issue full, partial or no credit for any goods received after fifteen (15) days.

2. The Reseller is responsible for repairs, missing power supplies, options, etc., and/or shipping costs if Product is:
   - returned improperly packed & physically damaged in shipment
   - missing components, accessories, power supplies, options, etc.
   - excluded from warranty due to accidental damage, abuse or misuse, missing serial number,
   - returned as defective without a problem found, or
   - not returned within the allocated time period.

3. Failure to return defective Product under the terms of this agreement will result in the termination of the ***NexDay Xchange℠*** warranty service plan for the Product or its replacement.

4. If the Early Failure Protection claim goods returned to CRS are found not to be defective, or the cause of the Early Failure/DOA goods' defect is not covered by the goods' Limited Warranty terms and conditions, you will be responsible to pay for replacement goods and the returned Early Failure/DOA goods will be returned to you with no credit issued.

Depot Express℠ Repair

CRS's Depot Express℠ repair service is our standard 2-3 business day repair turnaround time for In-Warranty and Out-of-Warranty repairs.

In-Warranty

The length of standard warranty term may differ between Brand and Product models. For details please see the specific warranty for your Product as listed on CRS's "Product's Limited Warranty Period and Repair Centers".

CRS's Limited Warranty does not extend to goods subject to misuse, neglect, accident, or improper installation or maintenance, improper power source, fire, water damage, static discharge, or which have been altered or repaired by anyone other than CRS or its authorized agents and representatives. CRS's Limited Warranty does not extend to refurbished or reconditioned Products.

Extended Warranties – *WarrantyPlus℠*

Products covered by ***WarrantyPlus℠,*** an optional CRS ***Service Shield℠*** warranty plan that extends the standard warranty period and is available for an additional fee from CRS or its Authorized Distributors, will be repaired or replaced per CRS's Limited Warranty.

Accidental Damage Protection Warranty – Tablets

CRS's Accidental Damage Protection Warranty – Tablets extends CRS's Limited Warranty to include Tablets that cease to function to applicable specifications due to normal wear and tear or are damaged in regular use during the applicable warranty period as you have selected.

CRS's Accidental Damage Protection Warranty - Tablets, specifically excludes from coverage: Tablets damaged through intentional acts; Tablets damaged due to connection to improper power sources or static discharge; Tablets that have serial numbers that have been defaced, modified, or removed; Removal or alteration of parts; Data loss, media loss, and/or interruption of business; Theft or loss of a Tablet; Damage due to fire, water submersion; Damage due to improper packaging or shipment of a Tablet; Cosmetic damage not effecting the operation of the Tablet; Damage to a Tablet due to acts of God, natural disasters, or acts of war.

Out-of-Warranty

A Product whose warranty or extended warranty has expired or which has been damaged or misused may be determined to be out-of-warranty.

Depot Express℠ – Standard Repair Procedure

The following describes the policy and procedures for a ***Depot Express℠*** Standard Repair:

Step 1. Required Information

The following information is required to assign you a RMA# to return Products to CRS.

- ☑ Reseller's CRS Account # and business name
- ☑ Reseller's ship-to address or desired drop ship address
- ☑ Your name or contact
- ☑ Your phone, fax, and Email
- ☑ Product Model or Part Number
- ☑ Product Serial Number
- ☑ Purchased Date
- ☑ Receipt or proof of purchase – CRS Invoice Number or copy of Authorized CRS Distributor's Invoice
- ☑ Description of problem or failure and trouble-shooting performed to isolate cause

Step 2. Contact CRS to Submit a Repair Claim

1. ***Technical Support***
   If you feel Products are defective but you are not sure or you need assistance in trouble shooting the problem, you should first call CRS Technical Support for assistance or confirmation of the problem.

Rick Boehm	rick.boehm@crs-usa.com	1-800-333-4949 (ext. 2717)
Matthew Haley	matthew.haley@crs-usa.com	1-800-333-4949 (ext. 2780)

Matt Rees	matt.rees.@crs-usa.com	1-800-333-4949 (ext. 2726)
Dan Sanderson	dan.sanderson@crs-usa.com	1-800-333-4949 (ext. 2710)
General email	crssupport@crs-usa.com	

For Products with confirmed problems that are serviced directly by the CRS Repair Center, you will be directed to the CRS RMA Department to be issued a RMA # for returning the Product to the CRS Repair Center.

For Products with problems that are serviced by other Manufacturer's Authorized Repair Centers, you will be directed to contact them for processing your return. Alternatively, CRS will assist you with claims but repair times will be extended and additional costs may be involved.

2. RMA # Request

BEFORE returning any goods, whether Products, parts or supplies, you must receive a RMA# or your shipment will NOT be accepted and will be returned to you at your expense.

When you provide CRS the Serial Number of the item, we will validate the warranty period in our RMA system. If this check fails and you have a valid proof of purchase showing that your item is in warranty, you will be asked to provide the CRS Invoice number or a copy of the Invoice from an Authorized CRS Distributor.

RMA# may be obtained via:

CRS Website:	Complete the "RMA Request Form" located in the "Dealer Area" of CRS website www.crs-usa.com
Phone:	CRS RMA Department, 1-800-333-4949 (ext. 2736)
Email:	rma@crs-usa.com

3. RMA # Confirmation

- If the RMA Request is not approved, a notification will be issued by CRS with an explanation.
- If the RMA Request is approved, a notification will be issued via email with the Authorized RMA Number and the address of where to send the goods along with shipping instructions.
- The RMA confirmation is a RMA Form with the assigned RMA#.
- This form must be put in the packaging when the Product or Items are returned to CRS.
- Please also mark the RMA# on the shipping label.
- Contact CRS should you not receive notification of your RMA# by 2PM Central Time the next business day.

Step 3. Return Shipment to CRS - Packing and Shipping

RMA numbers are valid for fifteen (15) days. Goods returned after fifteen (15) days will not be accepted.

Packaging

Original packaging should be used if available to minimize the potential for shipment damage. PC Board products must be enclosed in an antistatic bag to avoid electrostatic discharge damage. If items are damaged during return shipment due to improper packaging, it will be left to CRS's discretion to determine whether or not the product is repairable, and if repairable, the repair would be an out-of-warranty repair.

Please follow these guidelines when returning product to CRS:

- Use the products original packaging if still available or be sure to properly package the items.
- You are responsible for RMA items that arrive at CRS damaged in transit.
- Include a copy of the RMA Request Form or RMA Notification in the carton.
- Write the RMA number on the shipping label or outside of the carton.
- Allow 2-3 business day turnaround time after receipt of Product by CRS.
- Ship the RMA items pre-paid by you via traceable means (UPS, FedEx, etc.,) to the below address.

Cash Register Sales, Inc.
4851 White Bear Parkway
Saint Paul, Minnesota 55110
RMA#: _____

Delivery Charges

You are responsible for paying shipment charges when returning the product to CRS. Shipments arriving collect will be refused and returned to you.

Step 4. Repair and Test Procedure

Warranty Repair

Standard and Extended Warranty goods will be repaired or replaced at no charge at the discretion of CRS per CRS's Limited Warranty, or CRS's optional Accidental Damage Protection Warranty - Tablets, if purchased.

CRS's Limited Warranty does not extend to goods subject to misuse, damage, neglect, or improper installation or maintenance, or which have been altered or repaired by anyone other than CRS or its authorized agents and representatives. Warranty repair will be null and void if the serial number or rating label has been removed, defaced or altered.

CRS's Accidental Damage Protection Warranty - Tablets, specifically excludes from coverage: Tablets damaged through intentional acts; Tablets damaged due to connection to improper power sources or static discharge; Tablets that have serial numbers that have been defaced, modified, or removed; Removal or alteration of parts; Data loss, media loss, and/or interruption of business; Theft or loss of a Tablet; Damage due to fire, water submersion; Damage due to improper packaging or shipment of a Tablet; Cosmetic damage not effecting the operation of the Tablet; Damage to a Tablet due to acts of God, natural disasters, or acts of war.

Out-of-Warranty Repair

Out-of-warranty goods will be repaired on a flat rate charge or on an approved estimate basis as per CRS's published Non-Warranty Repair – Reseller Price List which may be obtained from the dealer area of the CRS website at www.crs-usa.com.

Out-of-warranty Product may be repaired or replaced with new or refurbished parts for a fee.

CRS's flat rate repair rates do not extend to goods subject to accidental damage.

Products that have been damaged or misused may be deemed non-repairable at CRS's determination and will be returned to you at your expense.

Step 5. Return Shipment of Repaired Product to You

As soon as the Product is repaired or replaced, CRS will return the Product to you.

Delivery Charges

CRS will pay UPS Ground service for redelivery of RMA repaired or replaced product to you during the warranty period only.

All shipping costs for out-of-warranty repaired and/or replaced items are the responsibility of you. CRS ships all domestic U.S. RMA non-warranty repaired items via UPS Ground service.

Step 6. Close of *Depot Express℠* Repair Claim

No problem found goods will be returned to you and may be charged a fee to cover CRS's costs plus return shipping charges.

If a repair estimate is not approved within thirty (30) days, the goods will be returned un-repaired and you will be billed a $25.00 estimate fee plus return shipping charges. If the item is not repairable and you approve the replacement option offered, the charge for the replacement will be the current Reseller price.

The Warranty Period of any goods repaired or replaced by CRS shall be the longer of (a) the original Warranty Period or Extended Warranty Period, if purchased, or (b) thirty (30) days from the date of shipment of the repaired or replaced goods. The repair warranty covers only the original problem and solution.

Any goods or components replaced under Warranty become the property of CRS.

Returns for Exchange or Credit

There may be circumstances when you wish to return Products to CRS for Exchange or Credit.

In general, the following conditions and procedures apply to Returns for Exchange or Credit:

Returns for Exchange or Credit Procedure

The following describes the policy and procedures for Returns for Exchange or Credit:

Step 1. Required Information

The following information is required to assign you a RMA# to return Products to CRS.

- ☑ Reseller's CRS Account # and business name
- ☑ Reseller's ship-to address or desired drop ship address
- ☑ Your name or contact
- ☑ Your phone, fax, and Email
- ☑ Product Model or Part Number
- ☑ Product Serial Number
- ☑ Purchased Date
- ☑ Receipt or proof of purchase – CRS Invoice Number or copy of Authorized CRS Distributor's Invoice
- ☑ Reason for return.

Step 2. Return Criteria

1. Return Criteria

All goods being returned for exchange or credit are ONLY accepted if they meet the following:

- ✓ Are standard current goods covered by CRS's Limited Warranty.
- ✓ Are not an activated operating system, extended warranty, software, bar code media, special order, custom made, discontinued, previously installed and/or used goods.
- ✓ Are 100% complete in original condition in manufacturer's original carton with all packaging, manuals, cables, disks, accessories, etc.
- ✓ Are new, clean and without scratches or other marks on the goods.
- ✓ Are properly packaged and shipped freight prepaid to CRS with the RMA# on the shipping label (please do not write the RMA# on the original packaging, only the shipping labels).

1.1. *Ordered Incorrectly or Surplus:*

Goods ordered in error or found to be surplus to your requirements may be returned, subject to the above Return Criteria, for exchange or credit per the following conditions and procedures:

- The total value of the items you wish to return must be more than $25.00.
- Specially ordered items are not eligible.
- RMA procedure should be followed.
- After reviewing your RMA Request, CRS will respond.
- If the items are approved for return to CRS, you will receive an RMA Form with the RMA# on it.
- Return the items with copy of the RMA Form to CRS within forty-five (45) days of the date of the original invoice.
- Upon receipt and verification of the returned items you will receive a credit on account.
- Returned items are subject to a fifteen percent (15%) restocking fee if unopened.
- Returned items are subject to a twenty-five percent (25%) restocking fee if opened.
- Minimum restocking fee is $25.00.

1.2. Shipment Shortage or Discrepancies:

Goods incorrectly shipped with shortage or discrepancies may be returned, subject to the above Return Criteria, for exchange or credit within thirty (30) days of original invoice with no restocking fees.

CRS will mail you a UPS label to return incorrectly shipped goods to CRS and CRS will pay UPS ground service for a replacement goods shipment to you.

1.3. Product Evaluation Program

Goods provided under CRS's "Product Evaluation Program" may be returned, subject to the above Return Criteria, for credit within forty-five (45) days of original invoice with no restocking fees.

1.4. Failure After Installation

Goods that fail after installation will be processed through CRS's Repair Center or Manufacturer's Authorized Repair Center as listed on CRS's "Product's Limited Warranty Period and Repair Centers". See Depot Express℠ - Standard Repair Procedure on Page 5.

Step 3. Contact CRS to Submit a Return for Exchange or Credit Claim

1. Technical Support

If you need assistance in trouble shooting a problem or are not sure if you need to make an exchange for a different Product, contact Technical Support for assistance.

Rick Boehm	rick.boehm@crs-usa.com	1-800-333-4949 (ext. 2717)
Matthew Haley	matthew.haley@crs-usa.com	1-800-333-4949 (ext. 2780)
Matt Rees	matt.rees.@crs-usa.com	1-800-333-4949 (ext. 2726)
Dan Sanderson	dan.sanderson@crs-usa.com	1-800-333-4949 (ext. 2710)
General email	crssupport@crs-usa.com	

2. Customer Service Representative

If you need to process a return for credit or exchange, contact a Customer Service Representative for assistance.

Cathy Sanders	cathy.sanders@crs-usa.com	1-800-333-4949 (ext. 2765)

3. RMA # Request

BEFORE returning any goods, whether Products, parts or supplies, you must receive a RMA # or your shipment will NOT be accepted and will be returned to you at your expense.

All returns for exchange or credit must meet the Return Criteria stated in Step 2 above.

When you provide CRS the Serial Number of the item, we will validate the warranty period in our RMA system. If this check fails and you have a valid proof of purchase showing that your item is in warranty, you will be asked to provide the CRS Invoice number or a copy of the Invoice from an Authorized CRS Distributor.

RMA# may be obtained via:

CRS Website: Complete the "RMA Request Form" located in the "Dealer Area" of CRS website www.crs-usa.com
Phone: CRS RMA Department, 1-800-333-4949 (ext. 2736)
Email: rma@crs-usa.com

4. RMA # Confirmation

- If the RMA Request is not approved, a notification will be issued by CRS with an explanation.
- If the RMA Request is approved, a notification will be issued via email with the Authorized RMA Number and the address of where to send the goods along with shipping instructions.
- The RMA confirmation is a RMA Form with the assigned RMA#.
- This form must be put in the packaging when the Product or Items are returned to CRS.
- Contact CRS should you not receive notification of your RMA# by 2PM Central Time the next business day.

Step 4. Return Shipment to CRS - Packing and Shipping

RMA numbers are valid for fifteen (15) days. Goods returned after fifteen (15) days will not be accepted.

1. Packaging

Original packaging should be used if available to minimize the potential for shipment damage. PC Board products must be enclosed in an antistatic bag to avoid electrostatic discharge damage. If items are damaged during return shipment due to insufficient packaging, it will be left to CRS's discretion to determine whether or not the product is repairable, and if repairable, the repair would be an out-of-warranty repair.

Please follow these guidelines when returning product to CRS:

- Use the products original packaging if still available or be sure to properly package the items.
- You are responsible for RMA items that arrive at CRS damaged in transit.
- Include a copy of the RMA Request Form or RMA Notification in the carton.
- Write the RMA number on the shipping label.
- Allow 2-3 business days for turnaround time after receipt of RMA by CRS.
- Ship the RMA items pre-paid by you via traceable means (UPS, FedEx, etc.,) to the below address.

Cash Register Sales, Inc.
4851 White Bear Parkway
Saint Paul, Minnesota 55110
RMA#: _____

2. Delivery Charges

You are responsible for paying shipment charges when returning Product to CRS for exchange or credit. Shipments arriving collect will be refused and returned to you at your expense

Step 5. Inspection of Returned Goods to CRS

Goods returned to CRS for exchange or credit will be inspected for compliance to the Return Criteria in Step 2 before a credit on account is approved. The credit approval process is 5-10 business days.

CRS's Limited Warranty does not extend to goods subject to misuse, damage, neglect, or improper installation or maintenance, or which have been altered or repaired by anyone other than CRS or its authorized agents and representatives. Warranty returns for credit or repair will be null and void if the serial number or rating label has been removed, defaced or altered.

CRS's Accidental Damage Protection Warranty - Tablets, specifically excludes from coverage: Tablets damaged through intentional acts; Tablets damaged due to connection to improper power sources or static discharge; Tablets that have serial numbers that have been defaced, modified, or removed; Removal or alteration of parts; Data loss, media loss, and/or interruption of business; Theft or loss of a Tablet; Damage due to fire, water submersion; Damage due to improper packaging or shipment of a Tablet; Cosmetic damage not effecting the operation of the Tablet; Damage to a Tablet due to acts of God, natural disasters, or acts of war.

After final inspection at CRS, if the goods returned to CRS for Credit or Exchange do not meet CRS's Warranty, RMA Policies, and Return Criteria, CRS may refuse the Returned Goods and not issue credit or charge for repair or replacement of any damaged, missing, or used goods or components.

Step 6. Close of Return for Exchange or Credit Claim

All returns to CRS for exchange or credit are subject to CRS's approval.

Final exchange or return approval or denial, credit, restocking fee, charges for missing or used goods, will be assessed at the discretion of CRS after verifying the exchanged or returned goods for credit meet the Return Criteria and above conditions.

After final inspection at CRS, if the goods returned to CRS for Credit or Exchange do not meet CRS's Warranty, RMA Policies, and Return Criteria, CRS may refuse the Returned Goods and not issue credit or charge for repair or replacement of any damaged, missing, or used goods or components.

Damaged Goods Shipment – Instructions

Customer Inspection of Delivered Goods

- If goods, whether products, parts or supplies, delivered arrive damaged, it is best to REFUSE it back to the carrier attempting delivery and notify CRS immediately in order for CRS to file a damage claim.
- If you accept the goods, make sure the damage is noted on the carrier's delivery record in order for CRS to file a damage claim. Save the damaged goods AND the original carton and all packing material it arrived in and notify CRS immediately to arrange for a carrier inspection and a pick-up of damaged goods.
- If you want a replacement for damaged goods, you should place a new order to CRS.
- After receipt and inspection of damaged goods at CRS, CRS will issue credit to your account for full value of invoice amount including original freight charges from CRS to you.
- You must notify CRS no later than seven (7) days after receipt of all damaged goods. For notifications received after seven (7) days, CRS will repair or replace the damaged goods at your expense.

United Parcel Service (UPS) – Damaged Goods Processing

Goods damaged in shipment through UPS should be processed as follows:

1. You should REFUSE damaged goods or accept damaged goods but make sure the damage is noted on the UPS delivery record before signing for the delivery.
2. You should call CRS immediately in order for CRS to file a damage claim or call UPS office at 1-800-PICK-UPS and notify them of damaged goods.
3. UPS will dispatch their inspector to your site to inspect damaged goods.
4. After UPS has inspected damaged goods, UPS will instruct their driver to pick-up the damaged goods and return the goods to CRS via UPS Ground service. UPS will also fax a UPS Damage Claim form to CRS with notification of their decision and claim number.
5. CRS will complete the UPS Damage Claim form and fax it back to UPS.
6. After CRS receives the damaged goods, CRS will issue credit to your account for full value of invoice amount including original freight charges from CRS to you.
7. If you want a replacement for damaged goods, you should place a new order to CRS.

Common Carrier Truck – Damaged Goods Processing

Goods damaged in shipment through Common Carrier Truck should be processed as follows:

1. You should REFUSE damaged goods or accept damaged goods but make sure the damage is noted on bill of lading before signing for the delivery. If damaged goods are refused, the trucking company will return damaged goods to CRS
2. You should call CRS immediately in order for CRS to file a damage claim.
3. Trucking company or CRS's freight broker contacts CRS.
4. CRS's freight broker files freight claim.
5. CRS receives the damaged goods and CRS will issue credit to your account for full value of invoice amount including original freight from CRS to you.
6. If you want a replacement for damaged goods, you should place a new order to CRS.

CRS reserves the right to modify this Return Material Authorization ("RMA") Policy from time to time, with or without notice.