



## Equipment Warranty/Repair and Return Merchandise Policy

*"We want to keep your business and will work hard to make sure you're satisfied with our equipment and service"*  
Rick Ives, CEO

**WARRANTY or REPAIR** (Every POS peripheral or scale we sell includes a manufacturer's warranty)

**First 30 days after you have received POS peripheral or scale:** OLSON & IVES will replace a defective POS peripheral or scale at no charge. Customer must obtain a Return Materials Authorization (RMA) number from OLSON & IVES prior to return shipping. Defective item must be returned in the original manufacturer's box, include all packing materials, manuals, cables, accessory parts, and power adapter (if applicable). Items must be "double boxed" i.e. the manufacturer's box should be placed inside another box for shipping. OLSON & IVES will issue a carrier call tag to have the item picked up at your location and returned to our location. A replacement unit will be shipped immediately after you first contact us. Failure to comply with above will result in a restock fee of no less than \$50.

**31 days or more after you have received POS peripheral or scale:** OLSON & IVES will work with you and the manufacturer to repair or replace the unit. All items are subject to manufacturer's warranty. We will provide you our own or manufacturer's RMA number. Customer will pack item securely and return to the repair address provided by OLSON & IVES. Customer will pay for return shipping and insurance on defective items. Items sent to manufacturer for repair may take 2-4 weeks. We do offer peripheral rentals; contact us at 800-205-0650.

## RETURN MERCHANDISE

**The first 30 days after you have received POS peripheral or scale:** Customer may return new and unused peripherals and scales for a full refund provided item being returned is in "new" condition, enclosed in the original manufacturer's box, includes all packing materials, manuals, cables, accessory parts, and power adapter (if applicable). Items must be "double boxed" i.e. the manufacturer's box should be placed inside another box for shipping. Customer must obtain a Return Materials Authorization (RMA) number from OLSON & IVES prior to return shipping. Customer will pay for return shipping and insurance on unwanted items

**31 days and up to 90 days after you have received POS peripheral or scale:** Customer may return new and unused items for a refund, less a 15% restock fee, provided returned item is in "new" condition, enclosed in the original manufacturer's box, includes all packing materials, manuals, cables, accessory parts, and power adapter (if applicable). Items must be "double boxed" i.e. the manufacturer's box should be placed inside another box for shipping. Customer must obtain an "RMA" number from OLSON & IVES prior to return shipping. Customer will pay for return shipping and insurance on unwanted items.

Failure to comply with either paragraph above will result in a restock fee of no less than \$50.

Contact OLSON & IVES at 800-205-0650 or [support@olsonives.com](mailto:support@olsonives.com)

# SAVE THOSE SHIPPING BOXES!

(For at least 90 days)

*Above policy revised 6-25-08*