



COMPANY NAME : _____
CONTACT PERSON : _____
TEL. : (____) ____ - ____ FAX : (____) ____ - ____ EMAIL : _____

DATE : ____ / ____ / ____
 day month year

1 ITEM DESCRIPTION AND SERIAL NUMBER : _____ QUANTITY : ____ APPROVED
REASON FOR RETURN (PLEASE CHECK BELOW:) INVOICE # : _____
 DEFECT _____
 ORDERING ERROR (20% RESTOCKING CHARGE APPLIES)
 SHIPPING ERROR

2 ITEM DESCRIPTION AND SERIAL NUMBER : _____ QUANTITY : ____ APPROVED
REASON FOR RETURN (PLEASE CHECK BELOW:) INVOICE # : _____
 DEFECT _____
 ORDERING ERROR (20% RESTOCKING CHARGE APPLIES)
 SHIPPING ERROR

3 ITEM DESCRIPTION AND SERIAL NUMBER : _____ QUANTITY : ____ APPROVED
REASON FOR RETURN (PLEASE CHECK BELOW:) INVOICE # : _____
 DEFECT _____
 ORDERING ERRIR (20% RESTOCKING CHARGE APPLIES)
 SHIPPING ERROR

COMMENTS: _____

Terms and conditions

1. Defective products will be exchanged for the same product only, after verification. No credit.
2. No return will be accepted after 90 days from the invoice date. No Samsung product will be accepted after 30 days from the invoice date.
3. No return will be accepted on products discontinued by manufacturer.
4. Restocking charges of 20% will be billed to customers on non-defective merchandise or customer error.
Special orders and machines are not returnable. Product has to be in resalable condition. Damaged boxes or stickers on outer packaging will be automatically refused.
5. Please send all goods **prepaid**.
6. We will return refused or non-defective goods **collect**.
7. All Xerox products: 30 days warranty - no return past 30 days from the invoice date.
8. All Brother products: Toll free 1-877-BROTHER (276-8437)
9. All Samsung products (after 30 days from the purchase date): Toll free 1-800-749-0205
→ Serial numbers for Lexmark and Samsung items are required for RMA.
10. All Okidata products: 1-800-OKIDATA (654-3282)

The management reserves the right to refuse any return. No return will be accepted without RMA nu,ber indicated below:

No. de RMA :

Date d'expiration :