

BARVAR INC. RETURN POLICY

www.barvar.com

1. **All returns must be returned in original manufacturer packaging. All products must be DOUBLE BOXED. The product will be returned to the customer if the original manufacturer packaging has writing on it.**
2. A Return Materials Authorization (RMA) number is required for all returns. You can contact your Account Executive at 847-358-5052 to request a RMA number.
3. A RMA number is valid for 15 days after RMA issuance.
4. The RMA number must be visible on all returns. **DO NOT WRITE ON ORIGINAL BOX!**
5. Barvar, Inc. does not accept returns of Print Heads, Labels, Bar Code Media, Software or Symbol Service Contracts.
6. Miss-ships must be reported within 10 days of invoice date, or there will be no refund of purchase.
7. The product(s) will be returned back to the customer under the following circumstances:
 - a. If a product is missing any components sent with the original order.
 - b. If the condition of the returned product is in any way misrepresented.
 - c. If the product is damaged in any way.
 - d. If there is not a valid and visible RMA number.
 - e. If a fully functioning product is returned DOA.
 - f. If product is received 60 days after original ship date.
 - g. If product is received 15 days after RMA issuance.

NON-DOA RETURNS POLICY- all products

1. NO open box returns unless the product box is clean and undamaged, with no marks of any kind. This includes writing, stamps or shipping labels; i.e. written RMA numbers. All products must be double boxed.
2. Original manufacturer's packaging supplies, both inside and outside must be used when shipping the product back. Returns must be complete with all manuals, cables, warranty cards, static bags, etc. just as the Customer received them.
3. Customers have 10 days from date of invoice to request a non-DOA return. The RMA # issued is valid for 15 days from issue date.
4. **Non-DOA configured product may not be returned.**
5. For customers on credit terms, credit will be applied to your account when the product is received by Barvar, Inc.
6. For customers on C.O.D. or Credit Card status, replacement product(s) will be sent upon receipt of returned product by Barvar, Inc. **If desired, we will send replacement product(s) at your normal C.O.D./Credit Card status and you can request from the credit department a refund/credit to your card when the returned product is received by Barvar, Inc.**
7. Customer is responsible for freight costs when returning the product.
8. A 25% or minimum of \$50 restocking fee may apply (whichever is greater).

DOA RETURNS POLICY

1. NO returns unless the product box is clean and undamaged, with no marks of any kind. This includes writing, stamps or shipping labels; i.e. written RMA numbers. All products must be double boxed.
2. Original manufacturer's packaging supplies, both inside and outside must be used when shipping the product back. Returns must be complete with all manuals, cables, warranty cards, static bags, etc. just as the Customer received them.
3. Refer to Manufacturer's Warranties and Returns Policies, available on the Barvar, Inc. web site at www.barvar.com.
4. Products that show signs of use are not returnable to Barvar, Inc. as DOA.
5. For customers on credit terms, replacement product will be sent in advance, freight free via UPS Ground.
6. For customers on C.O.D. or Credit Card status, replacement product will be sent upon receipt of product by Barvar, Inc. If desired, we will send replacement product at your normal C.O.D./Credit Card status and you can request from the credit department a refund/credit to your card when Barvar, Inc. receives the returned product.

Any USED or REFURBISHED equipment is NON-RETURNABLE, unless otherwise authorized in writing.