
Bar | Scan, Inc. Returns Policy

Standard Product Return

- Products may be returned within 30 days of sale with valid RMA number.
- Product must be returned in its original packaging including all accessories, bags, cd's and manuals.
- Items received out side of stated timeframe or in unacceptable condition will not be credited and will be returned to sender.
- Credit for returned items will be issued within 5 days of receipt IF shipping label lists the RMA number. If there is a problem or delay issuing credit, the tracking number must be provided to Bar|Scan, Inc.
- As a precaution, return product INSURED via a carrier that provides online tracking.
- The product must arrive at Bar|Scan, Inc. within 10 days of the RMA being issued.
- Special Order products or software customization cannot be returned.
- No refund can be issued on any training, travel or other expense already incurred.
- If software training has already taken place, it will be deducted from the refund at the rate of \$1,000.00 US per day or incident including travel days.

Defective/D.O.A. hardware can be returned within 30 days of sale meeting specified criteria.

- Defective product must include a case number or confirmation name from the appropriate manufacturer.
- Defective product older than 30 days is will be covered by the manufacturer's warrantee and should be returned to the manufacturer.
- Claims for goods damaged in transit MUST be received within 14 calendar days of shipment.
- Claims are handled between Bar|Scan, Inc. and the carrier, outside of normal RMA procedure.

Returns Process

- After confirming with us that the product in question meets all return requirements, Bar|Scan, Inc. will issue an RMA number.
- Items returned will be shipped at customer expense and all items must be insured.
- All RMA material must be returned to:
Bar|Scan, Inc. RMA Dept
RMA #
4607 Lakeview Canyon Road, # 596
Westlake Village, CA 91361-4028

Items We will not accept for return

HARDWARE –

- Original box is missing or damaged.
- Any/all packing/manuals/materials or accessories are missing or damaged.
- Serial numbers do not match the referenced invoice.
- Referencing RMA number is not included with the return.
- Pictures will be shared with the customer upon request for product condition verification.

MEDIA / MANUALS –

- Original box is missing or damaged.
- Any/all product(s) damaged/crushed.
- Referencing RMA number is not included with the return.

SOFTWARE -

- Referencing RMA number is not included with the return.

BAR | SCAN, INC.'S RESPONSIBILITY FOR SHIPPING ERRORS

- RMA # will be given to the customer immediately upon notification.
- Product can be shipped back via ground service on Bar|Scan, Inc.'s UPS shipping account number.
- Credit will be given when product is received in original boxes unopened and/or with all packing/materials/accessories included. This credit will be given within 5 days.