



RMA POLICY

In an effort to process our RMAs quicker and more efficiently, we will be following our RMA Policy as shown below. We ask that you review this policy and follow these guidelines whenever returning equipment so that credits can be issued in a timely manner.

It is our policy to take returns of merchandise if:

1. The item is defective and in warranty

- A. Once the defective item is returned, it will be inspected, repaired or replaced at TRES's discretion.
- B. If customer requires an advance replacement while the defective reader is being repaired, one will be shipped as a loaner. The loaner must be returned to TRES in original condition once repaired reader is returned to customer.
- C. An invoice for the advance replacement loaner will be generated upon shipping.
- D. Credit will be issued if advance replacement loaner is returned and defective reader is determined to be covered under warranty.
- E. Expedited freight will not be credited.
- F. For units found to have no issues, a diagnostic fee will be charged to the customer

2. The item is out of warranty but needs to be repaired.

- A. An estimate of repair charges will be sent. If customer wants to proceed with repair, a PO should be issued for the repair.
- B. For units found to have no issues, a diagnostic fee will be charged to the customer.

3. The item is a stock item (no custom orders) that is not wanted/needed by customer

- A. Merchandise must have never been used.
- B. Customer has 30 days from the invoice date to seek approval for return.
- C. Merchandise can only be returned with prior approval from TRES.
- D. Customer will be charged a 25% restocking fee.
- E. To achieve credit, merchandise **MUST** be received in original packaging (ex: original box w/paperwork). In other words, it needs to be in new condition to be resold to another customer.

- ✓ For all of the above returns, the customer must call 888.574.8737 ext2 or email Technical Support at techsupport@tresrfsolutions.com for an RMA number.
- ✓ An RMA form will be issued with instructions on how to return the merchandise. This form must be completed and emailed back and a copy included in the box.
- ✓ RMA numbers are valid for 30 days from issue date.
- ✓ Any returns received without an RMA number and a completed form returned to the tech department will cause the RMA to be rejected on arrival.
- ✓ Issuance of an RMA number does not guarantee the merchandise will result in a credit.

Thank you for your cooperation.