



PRODUCT RETURN REQUEST FORM

EMAIL TO: *support@pioneerpos.com*

FAX TO: (909) 468-0152 Tel: (909)468-9757

Date: _____

Customer Information

Company: _____

Contact: _____

Email: _____

Address: _____

City: _____ State: _____ Zip: _____

Tel: _____

Fax: _____

Ship To

Company: _____

Attn: _____

Address: _____

City: _____ State: _____ Zip: _____

Tel: _____ Fax: _____

Shipping Carrier

UPS _____ Fedex _____

Other _____ Account# _____

Defective Product Information

Part No	Serial No	Problem Description

TERMS

1. RMA# is valid for 10 business days from RMA date.
2. One RMA request is for one product at a time. If you need RMA's for multiple products, please complete a new form for each product.
3. Complete information must be provided for immediate RMA process.
4. RMA# must be placed on every package. Package without RMA# will be refused and returned at customer's expense. Improper packaging could result in the refusal of the RMA.
5. Customer **MUST** include Packing List listing all items/peripherals being returned, such as card reader, power supply, etc. If Packing List is not included, PioneerPOS (PPOS) will not be responsible for missing items.
6. Our standard method of shipping is UPS Ground.
7. Warranty starts from the date of PPOS's original invoice. If you purchased from our distributor, please consult with them about their RMA policy.
8. Since service procedure may involve reformatting hard drive, re-installing operating system, or deletion of files, PPOS is not responsible for any malfunction, crashes, deletion, or installation of customer's software/database.
9. If product is out of warranty, there will be a minimum evaluation charge of \$90 per system.
10. If customer does not claim the product and paid all charges due within sixty (60) days after being notified by PPOS, PPOS will consider the product is abandoned. PPOS may dispose the customer product in accordance with applicable provisions of law. PPOS reserves its statutory and any other lawful liens for unpaid charges.