

Return Policy

Standard Product Return

- A returned merchandise authorization (RMA) number must be issued for all returns.
- Product may be returned within 30 days of sale with valid RMA number.
- When returning product, place RMA number on packing slip & shipping label only. Do not write RMA number on boxes. Use a shell or outer box to avoid damage in transit.
- Product must be returned in its original packaging including all accessories, bags, CD's and manuals.
- Credit will be issued only for returned items which reference an RMA number. If there is a problem or delay issuing credit, the tracking number must be provided to us.
- Product must arrive back to us within 30 days of the RMA being issued.
- Items received outside of stated timeframe or in unacceptable condition will not be credited and will be returned to sender at reseller's expense.
- Refused shipments must be reported to us within 2 days of refusal.
- A restock fee will be charged on all incomplete product returns which we can make factory complete.
- Cross shipment of RMA product must include a replacement Purchase Order and your account must be in good standing.
- Customer reseller is liable for the condition of the returned product.
- If a product returned as DOA is tested and there is no problem found, reseller will be subject to a \$50.00 fee.
- Approved RMA's will be credited to your normal credit terms with us.

Products We Will Not Accept for Return

- Products that have been used.
- Original box is missing, damaged, or original box is defaced with writing or markings.
- Product is missing packaging, manuals, or other components.
- Broken case media, print heads, and software.
- Products not purchased from BlueStar.
- RMA's issued over 30 days prior to receipt.
- Referencing RMA number is not included with the return.
- Special Order, custom configured, discontinued, or obsolete products.
- Product shipped with other than factory default settings (includes configuration changes per reseller request).
- Serial numbers do not match the referenced invoice.
- Custom Media of any type.

Defective or Dead On Arrival (D.O.A.) Product Returns

- D.O.A. Product is defined as a product that failed to perform right out of the box. If a unit arrives in working condition and then fails, it is considered a warranty claim.
- D.O.A. is not a valid reason for a return. Reseller must provide details of D.O.A.
- D.O.A. products can be returned within 30 days of invoice.
- Defective or D.O.A. products must include a case number or confirmation name from our tech support or the appropriate manufacturer.
- Defective product older than 30 days is covered by the manufacturer's warranty.

All Products returned that do not meet specified requirements will be returned at reseller expense.

Product Damaged In Transit

- Damaged goods must first be inspected at destination by the freight carrier.
- Claims for goods damaged in transit must be received within 10 calendar days of shipment.
- Claims are handled between us and the carrier, outside of normal RMA procedure.

Our Responsibility for Shipping Errors

- An RMA number will be given to the reseller immediately upon notification.
- A call tag or our shipping account number will be used for return of products via ground shipping to us.
- Credit will be given when product is received in original boxes unopened with all packaging, materials and accessories.

- Credit will be issued only for returned items which reference an RMA number. If there is a problem or delay issuing credit, the tracking number must be provided to us.

Returns Process

- RMA number will be issued after confirming the product to be returned meets all return requirements.
- All product returns must be insured and sent via a carrier that provides on-line tracking.
- If product is returned it will be shipped at reseller's expense, unless a us error has occurred.
- RMA numbers must be listed on the label, not on the box.
- All RMA material must be returned to:

Company Name
Returns Department
Street Address
City, State, Zip
Attn: RMA # _____

