GenPOS Standard RMA Return Procedures
Valid for all RMA for US, Canada & Mexico

Pursuant to the GenPOS and Eclipse™ Warranty Policies and Statements, the following Standard Returned Merchandise Authorization (RMA) procedure must be used in order to insure a prompt and efficient execution of your warranty service requests or processing of any merchandise returns to GenPOS.

Wherever possible, GenPOS also offers complimentary RMA support coordination to and through major brand manufacturers on products purchased from GenPOS. This complimentary service is subject to the specific manufacturer's own RMA and support processes as explained below.

Reasons for returns

GenPOS will consider merchandise return requests for three reasons:

- Completed evaluations where the customer does not wish to retain the evaluated product,
- Products returned for credit,
- Defective products that require servicing (under warranty or not)

GenPOS may, at its sole discretion, accepts returns for other reasons. Please contact your GenPOS representatives in such case. GenPOS reserves the rights to refuse a return merchandise request if it does not meet with GenPOS' RMA policies as described below.

Standard Returned Merchandise Authorization (RMA) procedure

Before returning products to GenPOS for any reasons, you must obtain, from GenPOS, a Return Merchandise Authorization number (RMA #). RMAs will be issued, at GenPOS' sole discretion, in accordance with these policies. GenPOS reserves the right to refuse and reject any shipments for returned merchandise sent to GenPOS without a proper RMA#.

For Warranty service, or other authorized return types, the purchaser will be advised to return or deliver the defective Product fully insured, with all fees prepaid, to a GenPOS location or a designated Authorized Service Center. The assigned RMA# must be clearly indicated on the shipping container to facilitate processing of your RMA case.

How to obtain your Return Merchandise Authorization (RMA)

1. Visit either the GenPOS web site or the Eclipse™ web site, under the SUPPORT heading, to make your return merchandise request.
   a. GenPOS: http://www.genpos.com
   b. Eclipse™: http://www.eclipse-pos.com

2. Fill-out the Return Merchandise request form with the required product and case information as indicated. The more information that can be provided at this step, the easier it will be for GenPOS to process your request.

3. Following our support staff's appraisal of the RMA request, an RMA number will be issued by return email, or a support technician or customer services rep will contact you to further qualify the reason of your return request. GenPOS may select to decline your returns request at this time if the reason for returns does not meet with then current criteria.

4. Return the merchandise to GenPOS **Freight Prepaid** by the carrier of your choice, clearly indicating the assigned RMA# on the return packaging. GenPOS reserves the right to refuse any shipment sent **COLLECT** to our accounts.

RMA Expiration

Unless otherwise informed by GenPOS, RMAs are valid for twenty (20) calendar days from the date of issuance unless there are more restrictive manufacturer or publisher policies. Purchaser must allow for in-transit time for Products to be returned to GenPOS, as GenPOS must physically receive Products within the twenty (20) calendar days.

Important Note on return packaging

It is your responsibility to ensure that the returned merchandise is properly and securely packed for the return. GenPOS is not responsible for any damages incurred during transport.

Wherever possible, please ensure that the product's packaging remains clean and devoid of shipping tags and markings. If possible, use extra packaging to execute your product return to safeguard the original product packaging.

Make sure to clearly indicate your RMA# on a clearly visible **removable sticker** on the outside of the box. Box must be clean and free of marks.

Returned Merchandise Processing

Once your RMA is received at GenPOS, it will be processed in a timely manner and the appropriate measures will be implemented according to the type of RMA requested, such as:

- Defective Merchandise RMA
- Damaged in Transport Product RMA
- Completed Product Evaluation RMA
- Credit Requested RMA
- Other types of returns and 3rd Party Complimentary RMA Support Exceptions

Defective Merchandise RMA

Upon receipt of the defective Product for which the RMA was issued, GenPOS will test the Products to determine its exact status.

If the product is found not to be defective, GenPOS may return to Purchaser, at Purchaser's expense, the product and close the RMA request.

Upon verification that the returned Product is defective, GenPOS may, at GenPOS' s sole discretion, either replace the Product, or send the defective product for service repairs.

Defective returns are only for Products purchased from GenPOS that are inoperable or do not function in accordance with the specifications published by the manufacturer or publisher and are covered under the manufacturer's warranty. Products that are part of a special order or non-standard order process may be excluded from this standard RMA process.

Damaged in Transport Product RMA

Damaged Product returns are only for Products purchased from GenPOS and shipped via GenPOS' carrier of choice and that are damaged in transit from GenPOS to the Purchaser or from GenPOS to the Purchaser's customer. If damaged Product is not refused by Purchaser, Purchaser shall document damage in writing on the carrier waybill or bill of lading and notify GenPOS and request an RMA within two (2) business days of receipt of such Product. Failure to notify GenPOS and request an RMA within such time will mean the Purchaser accepts the product in its current condition and releases GenPOS of all obligations against such product.

Completed Product Evaluation Request RMA

Products that have been tested by the customer and need to be returned to GenPOS for credit after the completion of the evaluation period require an RMA number. Such products must be returned in full compliance with the established terms of the evaluation agreement as stated on the evaluation invoice sent with the product. Upon receipt of the returned evaluation products for which the RMA was issued, GenPOS will test the Products and inspect the packaging, content and accessories to determine its exact status.

If the product was returned in good conditions, and in full compliance with the established terms of the evaluation agreement as stated on the evaluation invoice sent with the product, then GenPOS will provide full credit to the customer on the evaluation invoice.

If the product, it's packaging, accessories, documentation or any other parts or components that is considered an integral part of the product by GenPOS, is missing or damaged, credit may be refused. Each evaluation is tied to its unique evaluation terms as indicated on the evaluation invoice. By accepting those terms, customer agrees to accept full responsibility for the value of any damage to products under evaluation, up to the full value of the product, at GenPOS' sole discretion.

Credit Request RMA

No items will be accepted as returns for credit without prior approval from GenPOS. Products returned for credit due to any errors of GenPOS must be reported within 2 days of receipt. The products must be returned and received at GenPOS within 5 days from the date of the respective RMA number is issued by GenPOS.

Merchandise will be accepted for credit only if returned in "as-new" resalable condition, including original packing and all manuals and accessories.

Other types of returns and 3rd Party Complimentary RMA Support Exceptions

GenPOS will only facilitate returns for those vendors that have an open box policy. Goods must be returned in the original box. Please contact your representative before requesting RMA.

License & Other Returns

Unless otherwise specified by GenPOS, all licenses and software products are non-refundable and non-returnable. Purchaser must ensure compatibility and confirm the correct software package or license type with GenPOS before accepting delivery.

Exclusions to this standard policy

GenPOS shall not be obligated to repair, replace, or issue credit to Purchaser for Products rendered defective, in whole or in part, by causes external to the Products, including, but not limited to, catastrophe, power failure or transients, over voltage on interface, environment extremes, improper use, maintenance or application of the Products or use of unauthorized parts. Purchaser shall bear all risks of loss when returning defective Products.

Unless specified otherwise, this standard RMA policy applies to all products sold by GenPOS under the Eclipse™ brand, as manufactured/assembled by GenPOS or distributed/resold by GenPOS from other sources or vendors. In specific cases, by vendor or product, GenPOS may not be able to accept RMA or warranty support due to specific policies and RMA methodology from a given and specific vendor. In such cases whereas GenPOS is unable to offer RMA and/or warranty support and fulfillment, the Purchaser will be formerly advised of such limitation and therefore asked to contact directly with the appropriate vendor for warranty support and RMA process. GenPOS is not responsible for such transaction and any damage that may or could result from a direct dealing with any given vendor other than GenPOS.

Data integrity and Security measures that you must comply to

BEFORE YOU SHIP THE SYSTEM(S) TO US, MAKE SURE TO BACK UP THE DATA ON THE HARD DRIVE(S) AND ANY OTHER STORAGE DEVICE(S) IN THE PRODUCT(S). REMOVE ANY CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION, REMOVABLE MEDIA, SUCH AS FLOPPY DISKS, CDS, OR PC CARDS. WE ARE NOT RESPONSIBLE FOR ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION; LOST OR CORRUPTED DATA; OR DAMAGED OR LOST REMOVABLE MEDIA.