



Return Policy

If a product arrives Dead On Arrival (DOA), contact us immediately or fill out the online RMA request form. Most products (excluding software and consumables) can be returned if DOA within 30 days of invoice. DOA merchandise must be returned with all original packaging and accessories for the return to be accepted. Full refunds are only given to non-functional products. Customer is responsible for shipping costs on returned items.

Unless noted below or in the product description, most products can be returned directly to EndlessPOS.com within 15 days from the date of invoice if all of the following requirements are met.

- Items returned must first be issued a Return Merchandise Authorization (RMA) number. RMA numbers are valid for 15 days only. Please allow 2-4 weeks to process refunds and credit your account.
- We do not accept returns of custom designed software. For custom designed software and certain items all sales are final and returns are not available, see product descriptions for information.
- We do not accept returns on special order products. These are products that are not listed on the site for purchase.

To receive credit, all products must

- 1) be returned in their original packaging
- 2) include all manuals, cables, warranty cards, etc.
- 3) be clean, without scratches and resealed in a factory fresh condition. All products must be returned double boxed, with no markings or writing on the original box. If a product shows signs that the entire product and packaging was removed from its original box, a refund may be denied resulting in shipment of the product back to the customer.

Customer is responsible for shipping costs on returned items. If the returned item meets all the above requirements, it will be accepted and a restocking fee will be applied depending on the sale value of the returned items:

General Inventory Restocking Fees:

- 5% of purchase price (minimum \$15) if a product(s) of equal or greater value is purchased as a replacement
- 10% of purchase price (minimum \$35) if no replacement is purchased
- *on orders over \$2500, a restocking fee of up to 25% may be applied in certain instances

Refusal Fees:

- A \$30.00 refusal fee will apply to all items that are not accepted by customer upon delivery.

Freight charges:

Freight charges for all returns are not refundable. Customer is responsible for shipping costs on returned items.