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# Returns, Replacements and Warranty Policy



**Do More,  
Worry Less**



## I. OVERVIEW

This document outlines CDE Policies and Process for faulty or unwanted equipment. Whether the sale originated from CDE owned inventory or CDE partner owned inventory, we can help resolve any issues quickly and painlessly. The table below provides a quick guide on how the CDE Returns, Replacements and Warranty Policy applies to your situation.

Situation	Option A Partner-Owned Inventory	Option B CDE-Owned Inventory	Reference
Definition	<ul style="list-style-type: none"> <li>CDE deploys from partner-owned inventory</li> </ul>	<ul style="list-style-type: none"> <li>CDE deploys from CDE inventory</li> </ul>	
Return (cancel) within 30 days of receipt date	<ul style="list-style-type: none"> <li>Returned via RMA</li> <li>Upon receipt and disposition, equipment will be placed in partner-owned inventory location</li> <li>No credit/refund</li> </ul>	<ul style="list-style-type: none"> <li>Returned via RMA</li> <li>Credit/refund less any fees associated with handling, disposition, and restocking. Or place into partner-owned inventory</li> </ul>	II. Returns (below) Returns, Warranty Management and Ancillary Service Fee document - Returns
Return faulty device for replacement within 30 days of receipt	<ul style="list-style-type: none"> <li>Returned via RMA</li> <li>Replace faulty device with device from partner-owned inventory</li> <li>Upon request, manage repair of faulty device and return to partner-owned inventory after repair</li> </ul>	<ul style="list-style-type: none"> <li>Returned via RMA</li> <li>Replacement sold upon request at original price from CDE inventory or deploy from partner-owned inventory</li> <li>Full credit provided upon receipt of returned device and confirmation of failure or place into partner-owned inventory</li> </ul>	II. Returns (below) Returns, Warranty Management and Ancillary Service Fee document - Returns
Return faulty device after 30 days of receipt	<ul style="list-style-type: none"> <li>Returned via RMA</li> <li>Replace faulty device with device from partner-owned inventory</li> <li>Upon request, manage repair of faulty device and return to partner-owned inventory after repair</li> </ul>	<ul style="list-style-type: none"> <li>Returned via RMA indicating CDE to manage warranty or repair process</li> <li>Replacement from CDE inventory sold upon request at original price or deployed from partner-owned inventory</li> <li>After manufacturer repair, CDE to ship device to partner designated location or place into partner-owned inventory</li> </ul>	III. New Equipment Warranty (below) IV. Warranty Management Program (below) Returns, Warranty Management and Ancillary Service Fee document – Warranty Management
Return device after 30 days from receipt	<ul style="list-style-type: none"> <li>Return via RMA</li> <li>Upon receipt and disposition, equipment placed in partner’s owned inventory location</li> <li>No device refund</li> </ul>	<ul style="list-style-type: none"> <li>Not Accepted into CDE inventory</li> <li>No refund</li> <li>At Partners request, place into partner-owned inventory</li> </ul>	Returns, Warranty Management and Ancillary Service Fee document – Returns

## II. RETURNS

The guidelines below pertain to products deployed from CDE inventory and returned within 30 days of receipt.

- Product returns require a Return Merchandise Authorization (RMA) number to be accepted for refund or replacement. You may obtain an RMA number by contacting Customer Service or Sales Representative.
- Products eligible for refund or replacement must be returned to CDE within 30 calendar days of date of product receipt and must be in the original packaging.
- Returns for refund may be subject to restocking or necessary service fees. Refer to **Returns, Warranty Management and Ancillary Service Fees document** and **Restocking Fee Schedule** below for applicable fees.
- Approved refunds will be applied to the original form of payment within 30 days of product return (**Option B** above).
- Products that are meant to be returned to CDE inventory (Option B above) and received by CDE in any of the following conditions are not eligible for refund, restocking, or replacement and may be rejected:
  - Products not purchased from CDE.
  - Products that do not exhibit the described reason for the return (i.e., a return initiated for a DOA product that powers on and works properly upon inspection).
  - Products with missing, damaged, altered, or otherwise unreadable serial number label, manufacturer model or part number label, and/or warranty label.
  - Products returned without all original packaging and components, including the original box, packaging, manuals, cables, and any other items originally included with the product.
  - Products where the UPC code has been removed from its packaging.
  - Products that exhibit physical damage.
  - Products that appear to be tampered, customized, or altered in any way.
  - Products returned for convenience that display usage or physical damage
- The following costs are not refundable:
  - Original order shipping costs
  - Deployment services including but not limited to key injection, downloads, file builds, menu builds, kitting, etc.
  - Custom packaging
- Quantity Purchases - Orders for quantities of twenty-five (25) or more of any given item on a single order are not refundable.
- For partners with their own inventory, returned product(s) are eligible to be stored in partner's inventory location with no refunds or credits.
- Items that are defective upon arrival or deemed wrong items shipped are eligible for refund or replacement when return guidelines are followed. CDE is responsible for return and replacement shipping costs associated with these returns.

## RESTOCKING FEE SCHEDULE

This schedule applies to customers and partners that are restocking products into CDE inventory.

PRODUCT TYPE	CONDITION	RESTOCKING FEE (% OF Purchase Price)
<b>New Electronic Hardware:</b>	Electronic or electro-mechanical items including but not limited to tablets, countertop POS terminals and PIN Pads, printers, cash drawers, barcode scanners, check scanners and similar items.	
	Unopened packaging in original condition shipped.	20%
	Opened Packaging w/ all components.	25%
	Configured Hardware (software, downloads, encryption keys, etc.) w/ all components.	25% + \$25 factory reset fee
	Opened Packaging missing any components.	Non-refundable
	Items shipped in custom packaging	Non-refundable
<b>Refurbished Electronic Hardware:</b>	Electronic or electro-mechanical items including but not limited to tablets, countertop POS terminals and PIN Pads, printers, cash drawers, barcode scanners, check scanners and similar items.	
	Unopened packaging in original condition shipped.	20%
	Opened Packaging w/ all components.	25%
	Opened Packaging missing components.	Non-refundable
<b>Electronic Accessories:</b>	Items issued to power or communicate with electronic hardware such as power supplies, charging bases, ethernet cables, USB cables and connectors, splitters, phone cables.	
	Unopened packaging in original condition shipped.	20%
	Opened Packaging w/ all parts.	25%
	Opened Packaging missing parts	Non-refundable
<b>Consumables:</b>	Items that are consumed once they are used such as paper, print cartridges, print ribbons, and toner cartridges.	
	Unopened packaging in original condition shipped.	25%
	Opened Packaging	Non-refundable
<b>Special Order Items:</b>		
	Any condition	Non-refundable
<b>Accessories and Supplies:</b>	Most other items that do not fall into the above categories.	
	Unopened packaging in original condition shipped.	25%
	Opened Packaging	Non-refundable

### III. NEW EQUIPMENT WARRANTY

CDE hereby assigns to Partner any and all rights CDE may have in and under any warranties of the manufacturer of the Equipment (the “Manufacturer”) with respect to the Equipment but only if, and only to the extent that such warranties are assignable by CDE. Partner expressly acknowledges and agrees that (i) CDE is not the manufacturer of the Equipment, and (ii) CDE is not providing any warranty with respect to the Equipment.

After expiration of CDE’s product return period (refer to section II, Returns), Partner shall pursue warranty claims directly with the Manufacturer following the Manufacturer’s warranty procedures. OEM warranty services do not cover product configuration services that Partner may require to ready device for service, including but not limited to, key injection and software download. For certain products, CDE offers a Warranty Management Program for a per instance fee. See **Section IV, Warranty Management Program** below, for details.

### IV. WARRANTY MANAGEMENT PROGRAM

For eligible products purchased from CDE, CDE will manage warranty services with the OEM on behalf of the Partner for a flat fee per instance. Warranty Management Services include:

- CDE receipt of product from Partner or its merchant. All warranty returns require a CDE Return Merchandise Authorization (RMA) number in order to be properly processed. You may obtain an RMA number by contacting your CDE Customer Service or Sales Representative.
- Retrieve Return Merchandise Authorization (RMA) number from OEM.
- Pack and ship to OEM.
- Track warranty process with OEM to conclusion and return to CDE.
- Receive repaired product back from OEM.
- Place in partner-owned inventory location or ship back to partner designated location.
- Warranty service turn times are subject to current OEM turn times.
- Warranty Management Services are subject to Call Tag Management and Warranty Management fees (see **Returns, Warranty Management and Ancillary Service Fees** document).

The following costs are not included as part of the warranty management and may be charged in addition to the warranty management fee:

- Inbound and outbound freight costs to and from CDE and OEM.
- Non-warrantable repairs. Warranty repair services are subject to OEM specific warranty requirements. Repairs deemed as non-warrantable by the OEM are subject to repair fees plus an administrative fee. Non-warrantable repair services must be approved by partner prior to commencing work.
- Replacement devices or services while hardware is out of service for warranty repair.
- Device configuration after warranty service. Should device configurations be required subsequent to warranty service, they can be applied under the standard contracted rates.
- CDE is not the manufacturer of the Equipment and in no way provides warranty with respect to the Equipment.

### V. Transfer of Ownership

All shipments are FOB CDE warehouse. This means CDE transfers ownership of equipment to partner or customer at time of shipment. If the carrier loses or mishandles the shipment, it is the responsibility of the partner or customer to resolve. Upon request from partner, CDE can add insurance or manage other special shipping requirements. Any costs associated with special handling are the responsibility of the partner.