



## The pc/nametag Hassle-Free Return Policy

We appreciate your business and will handle your return immediately. Please call us at **800.206.4804** or email **sales@pcnametag.com** to receive a **Return Merchandise Authorization (RMA)** number and fill out the fields below so that your return can be processed efficiently.

Date \_\_\_\_\_ pc/nametag Acct # \_\_\_\_\_

Name \_\_\_\_\_ Phone # \_\_\_\_\_

Company Name \_\_\_\_\_

Order #	Item #	Description	Quantity

Reason for Return: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### Our return policy is based on three categories of merchandise:

- **Non-returnable:** Customized or imprinted items and blank lanyards.
- **Returnable within 15 days:** All technology products including, without limitation: printers, scanners, wireless technology and accessories. A restocking fee may apply.
- **Returnable within 60 days:** All other products.

### Product Return Requirements

- Return Merchandise Authorization (RMA) number must be written on the outside of the box with the exception of all printers. When returning printers please complete our return form and place inside of the product box. Return form is included with every invoice or available to download online.
- Items must be returned in the same increments they were sold.
- Returned items must be packaged in the original manufacturer's packaging (both inside and outside), including manuals, cables, warranty cards, etc.
- The returned item must be clean with no scratches or visible signs of use.
- Customer is responsible for all return shipping expenses.

### Where to ship your return

pc/nametag  
124 Horizon Dr.  
Verona, WI 53593

### Credit for Your Return

**pc/nametag, Inc.** will credit your account within 30 days upon receiving the return and verifying acceptable condition. We will refund your account using the original payment method.