

PRODUCT RETURN REQUEST FORM

FAX TO (909) 468-0152 Tel: (909)468-9757

Pioneer's Use Only

RMA#

RETURN PRODUCT TO:

Pioneer POS, Inc.

238 Benton Ct

City of Industry, CA 91789

DATE: _____

CUSTOMER INFO:

Company: _____

Address: _____

City: _____ Zip _____

Tel: _____ Fax: _____

Contact Person: _____

Email: _____

SHIP TO:

[]UPS []Fedex # (optional): _____

PART#	SERIAL#	Pioneer Invoice# OR Distributor's Name+Invoice#	PROBLEM DESCRIPTION

TERMS

1. Complete information must be provided for immediate RMA process.
2. RMA# must be placed on every package. Package without RMA# will be refused and returned at customer's expense. Improper packaging could result in the refusal of the RMA.
3. Customer **must** include Packing List listing all items/peripherals being returned, such as card reader, power supply, etc. If no Packing List included, Pioneer POS will not be responsible for missing items.
4. Our standard shipping is UPS Ground.
5. Warranty starts from the date of Pioneer's original invoice. If you purchased from our distributor, please consult with them about their RMA policy.
6. Since service procedure may involve reformatting hard drive, re-installing operating system, or deletion of files, Pioneer POS is not responsible for any malfunction, crashes, deletion, or installation of customer's software.
7. If product is out of warranty, there will be a minimum evaluation charge of \$90 per system (\$45 per keyboard.)