



PBUS TECH, INC. (DBA POSBANKUSA)

Please complete and email to techsupport@posbankusa.com to receive RMA#.

Return Merchandise Authorization (RMA) Form

RMA#:	
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COMPANY INFORMATION

COMPANY NAME:			
CONTACT PERSON:			
CONTACT PHONE #:			
CONTACT EMAIL:			

SHIPPING & BILLING INFORMATION

SHIP-TO ADDRESS:	BUSINESS NAME:		
	ADDRESS:		
	CITY:	STATE:	ZIP CODE:
	<input type="checkbox"/> CHECK BOX IF BILL-TO ADDRESS IS SAME AS SHIP-TO ADDRESS		
BILL-TO ADDRESS:	BUSINESS NAME:		
	ADDRESS:		
	CITY:	STATE:	ZIP CODE:

RMA PRODUCT INFORMATION

<u>UNIT MODEL</u>	<u>SERIAL NUMBER</u>	<u>INVOICE # (If Known)</u>	<u>REASON</u>

RMA TERMS & CONDITION

1. Please be advised that there are limitations of parts and components for DISCONTINUED products. Some repairs will not be able to be completed by our CA/NY facilities. In such case, repair time will be delayed. Please contact your Sales Representative for alternative options.
2. For any product returned **WITHOUT** a valid RMA#, the product will be returned and not be accepted for replacement or repair.
3. Defective Products, eligible for Advanced Exchange, will be replaced which subjected to Replacement Product availability.
4. Limited Warranty and Advanced Exchange Periods vary, please refer to chart below.

POSBANKUSA WARRANTY PERIOD CHART

Product Types	Limited Warranty Period	Advanced Exchange Period Via Next Day Service	Advanced Exchange Period via Ground Service
All-in-One & Box POS	3 Years	3 Months	N/A
POS MO, 2nd Display (CDP), Thermal Printers, & Scanners	1 Year	1 Month	N/A
Cash Drawers	3 Months	N/A	1 Month
Open-Box Products & Refurbished Products	3 Months	N/A	N/A

For more details on POSBANKUSA's Warranty Terms & Conditions, please visit us at www.POSBANKUSA.com and click on Warranty.

Reseller Authorized Signature

<u>NAME</u>	<u>SIGNATURE</u>	<u>DATE</u>