

RMA

Why Request an RMA?

If you feel that you ordered or were shipped the incorrect item, you will need to request a Return Merchandise Authorization (RMA). Product returns are subject to the authorization of Champion Technology. Any item returned to Champion Technology that has not been approved and given an RMA # will be refused and shipped back to the customer at their expense.

Requesting an RMA

Please contact Champion Technology to receive a Merchandise Return Authorization (RMA) number prior to returning goods. ALL RMA REQUESTS MUST BE MADE WITHIN 30 DAYS OF SHIPPING. When authorized by Champion Technology, returned merchandise must be received within 21 days from the date of RMA being issued and must be in the original undamaged packaging with all accompanying material, in saleable condition with freight paid in full by you, the buyer. A signed RMA also must be faxed or e-mailed prior to shipping the product back. Your account will be credited the full amount of the returned item less any applicable charges.

RMA Charges

We reserve the right to charge up to a 20% processing and re-stocking fee (\$10 minimum). We also reserve the right to deduct the original shipping cost of your order from your refund if shipping was originally charged.

Refusal Charges

We reserve the right to charge a 20% (increase to 25%) processing and re-stocking fee (\$20 minimum), original shipping, return shipping, and any other applicable refusal charges on products that would have qualified for an RMA. Products that would not have qualified will not be credited.

Products Believed To Be Defective or Incompatible

As it is not possible for Champion Technology to have full knowledge or complete details of your current system, we cannot accept responsibility for merchandise that is not compatible or does not function with your system. We always recommend that the buyer contact the manufacturers directly to determine that the product will be suitable in their application, if in doubt. Buyer assumes all responsibility without exception, outside of a manufacturer's stated return policy or warranty. We apologize, but this is due to the huge variety and complexity of Cash Register systems and products. We have found that in the majority of cases where a product does not work as desired, it is not due to a product defect, but rather the wrong product, or a problem with the buyer's system. If you need the number of a manufacturer that is not yet on our links page, please email us and we will forward that information to you promptly.

In the event that you feel your purchase is defective, contact us and/or the manufacturer directly for resolution before attempting to return the product in question.