



Level 7, Inc  
dba - Branch Solutions  
4314 Russell Road  
Building 101  
Mukilteo, WA 98275  
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## **Branch Solutions Return Policy**

### **RMA Required**

Returned merchandise must be accompanied by a pre-approved Return Merchandise Authorization (RMA) Number. Merchandise returned without an RMA Number will be refused. To obtain an RMA, please contact your Branch Solutions account executive or call 877-987-SCAN (7226). All RMA Numbers for exchange or return for credit must be approved by Branch Solution's management prior to issuance to the Purchaser.

### **Eligibility Period for Return to Stock or Request for Credit**

All customers are responsible to inspect all hardware/equipment within 5 days of receipt of product. If any technical difficulties arise, the customer is responsible to contact their Branch Solutions account executive or call 877-987-SCAN (7226) within 10 days of receipt of product. Product that is special ordered specifically for the customer may not be returnable or will be subject to Branch Solution's vendors return policy. If RMA is approved, it may be subject to a minimum 20% restock fee. If the return is a warranty related issue, as defined within the Branch Solutions warranty policy, the following will apply:

**Pre-Owned Products** – All warranty related issues must be requested within 60 days of shipment date.

**New Products** – All warranty related issues must be requested within the time frame offered by the original equipment manufacturer. Requests for credit on new products must be returned with all original boxes, unopened with no marks. **MUST BE DOUBLE BOXED TO ENSURE THE QUALITY OF THE NEW EQUIPMENT BOX.**

**Excluded Products** – All custom products, As-Is products, software that has been opened, New equipment that has been opened or is missing original boxes, labels, etc.. are not eligible for returns for credit, exchange or warranty.

### **Expiration Date**

Once an RMA Number has been issued, the products must be returned within 10 days of the RMA issued date. If it is not, the RMA will be cancelled and the customer will have to request a new RMA Number. All Products that are returned after the RMA expiration date may not be accepted and/or may be subject to a minimum 20% restocking fee.

### **RMA Shipping Destination**

Unless otherwise stated by Branch Solutions all returns must be sent prepaid to the following address:

**Branch Solutions**  
**4314 Russell Rd. Bldg# 101**  
**Mukilteo, WA 98275**  
**Freight Charges**

All returned products must be shipped to the RMA Shipping Destination prepaid. Customer is still liable for any shipping charges from the original shipment.

### **Packaging**

All returned merchandise must be packaged in their “as delivered” condition from the original shipment. All merchandise must be unaltered and free from abuse. All related accessories, cables, manuals, boxes, etc.. must be returned or the merchandise may be refused.

### **Credit**

Credit for all RMA returned merchandise will be applied to the customer’s account. (less all applicable fees. Shipping, handling, restocking, etc..) after confirmation of receipt and the inspection of the returned merchandise. All balances left on invoices which contain partially returned items remain the responsibility of the customer according to their payment terms.

### **Damaged Products**

All merchandise that has been abused, damaged, altered, configured or tampered with may be refused and returned to the customer at the customer’s expense.