



Return Policy

General Information

- Only products purchased within the last thirty days (30) can be authorized for return, no exceptions.
- All Return Authorizations (RA) must be obtained from our Returns Department.
- Product returned without an approved RA will not be credited.
- An RA expires thirty days (30) from issuance.
- Box count (1/3, 2/3, 3/3) must be included on each shipping label.
- No marks should be made on the original manufacturer carton or packaging, including RA numbers or box count.
- Products must be returned in original manufacturer's packaging with all contents and original packaging material.
- Customer is responsible for all freight and any fees associated with the return of special order items or dropships, whether or not the original shipment originated directly from a manufacturer or from Accutech.

Shipment Terms

- The recipient is solely responsible for the carton count on shipments; any damage or shortage must be noted on the delivery receipt and a claim must be filed with the carrier.
- Any Accutech shipping error must be reported within 5 days of receipt.
- Claims made post-delivery will not be honored.
- All original cartons and packaging must be kept with the damaged product for carrier inspection.
- Any third party or collect shipments are the sole responsibility of the Customer. This includes carrier fees, shipping damage, refusals, loss, or theft.

Non-Defective Product Returns

- A 15% restocking fee may be applied to non-defective returns.
- Freight will only be credited on an RA in the event of an Accutech error.
- Credit for return freight on an Accutech error will be at ground rates.
- Return Authorizations will not be issued for...
 - Items marked "Non-Returnable" on our website or in price feeds.
 - Bottled Copier Supplies.
 - Imaging products significantly used or not in original packaging.
 - Any product damaged in transit. See shipment terms for further details.
 - OEM cartons in unsalable condition.
 - Special order or custom labeled items.

Defective Product Returns

- Please note all the steps and information listed under "Non-Defective Product Returns" and note the following additional information pertinent to defective merchandise.
- Accutech cannot accept, credit, or replace defective products for all products we offer. A complete list of manufacturers and related return information is posted on our website at www.accutechdata.com/returns.
- Defective merchandise will be tested. If no defect is found no credit will be issued.
- Toner and Ink Jet Cartridge returns must be accompanied with a letter from an authorized service technician or the manufacturer describing the defect.
- A sample printout by the defective product must accompany the letter.
- The Customer is responsible for all freight charges on defective returns.

The issuance of an RA is not a commitment of credit.

Returns found noncompliant with our return policy will be returned or field destroyed at the Customer's expense. No credit will be issued.

Please direct any questions to our Returns Department by email at returns@accutechdata.com.