

## Plotter Pros, Inc. Return Policy

### General Terms

All products sold by Plotter Pros, Inc. are new (unless specifically stated as refurbished) and are manufactured to meet the highest industry standards. All prices and specifications are subject to change without notice. Products are shipped F.O.B. (Freight On Board) and become the sole property of the purchaser upon delivery to the specified shipping agent. For shipping damage, customers should file claim to their carrier immediately. Any discrepancy, including wrong items or missing items, should be reported to Plotter Pros, Inc. within 24 hours. All packages will be shipped the following business day. Because of the nature of the Internet, online ordering your purchase from Plotter Pros, Inc. acknowledges that you have read and agree to these terms and conditions. All brands and product names mentioned are trademarks and/or registered trademarks of their respective holders.

### Return Merchandise Authorization (RMA) Policy

- All order changes or cancellations should be reported prior to shipping and by phone to 877-299-0680. Email is not accepted.
- Brand name items may be returned for a replacement or a complete refund.
- All returned parts may be subject to quality, operation, and/or performance tests by Plotter Pros, Inc. or by a third party authorized by Plotter Pros, Inc.
- Plotter Pros, Inc. reserves the right to replace defective parts or to issue a refund if Plotter Pros, Inc. sees more fit.
- There will be no refund for shipping.
- All products, unless otherwise stated, are covered by their respective manufacturer's warranties. Within thirty (30) days, we will repair or replace, at our sole discretion, any product that is deemed defective. After 30 days, the manufacturer's warranty process must be followed.
- All returns require prior authorization and must be returned in the original packing with all disks, cables, accessories, and documentation, including manuals, warranties, and a copy of original purchase invoice. To request a Return Merchandise Authorization, call (877-299-0681), obtain an RMA number, and clearly write the number on both the invoice copy enclosed with the returned merchandise and on the packing from outside. Please keep the RMA number and reference it when calling to check on the status of your return. All calls requesting RMA should be in the time designed for them (10:00 AM to 4:00 PM Monday through Friday, excluding national and religious holidays).

### What This Warranty Does Not Cover

- This warranty does not cover: installation or service of product; conditions resulting from consumer mishandling such as improper maintenance or misuse, abuse, accident, or alteration; all plastic surfaces and all other exposed parts that are scratched or damaged due to normal use; products which have had the serial number removed or made illegible; products rented to others.
- Limits and Exclusions
- There are no expressed or implied warranties except as listed above. Plotter Pros, Inc. shall not be liable for special, incidental, consequential or punitive damages, including, without limitation, direct or indirect damages for personal injury, loss of goodwill, profits or revenue, loss of use from this product or any associated equipment, cost of substitute equipment, downtime cost, loss of

data, programs or business information, or any other losses, or claims of any party dealing with buyers from such damages, resulting from the use of or inability to use this product or arising from breach of warranty or contract, negligence, or any other legal theory. All expressed and implied warranties, including the warranties of merchantability and fitness for a particular purpose, are limited to the applicable warranty period set forth above.

### **Software RMA Policy**

We can only accept unopened boxed software for return within 7 days of the purchase date. Defective merchandise may be exchanged for the same item.

All returned products must be accompanied by a Return Merchandise Authorization (RMA) number. We do not accept returns without an RMA. To obtain an RMA, send us an email at [sales@plotterpros.com](mailto:sales@plotterpros.com). Please include the following information in your email.

- Full name of purchaser (i.e., name of buyer)
- Email address used to place order (i.e., johndoe@yourstore.com)
- Your product number. If the product is opened or unopened Reason for return
- If the product is defective or damaged, please tell us if you want an exchange for the same product

Once you have an RMA, ship the product back to us. **Please use a shipping company that can track packages.** We are not responsible for lost or stolen merchandise.

When your return has been received and processed, we will credit your account or ship you a new copy of your software. Any items marked "Back-ordered" are temporarily out of stock. We will ship them to you immediately when they are available.

### **Back-order Policy**

If you order an out-of-stock software title from us, we will email you when we expect that product to be available. You will be among the first to receive the item. Plotter Pros, Inc. will not charge your credit card for back-ordered items until we ship your order. No additional shipping and handling charges will be added when your order ships. Products on back-order will be shipped using the shipping method you chose. If you would like to change your shipping method, please send email to [sales@plotterpros.com](mailto:sales@plotterpros.com) and we will change it for you.

We appreciate your business. We're here to help with all of your creative printing needs.

Peter Inshaw  
President, Plotter Pros, Inc.