

# Quintek Return Policy

## QUINTEK Return Policy

If any part(s) are defective they will be replaced at no charge for the Guarantee Period of 30 Days. The obligation under this Guarantee Period is strictly limited to replacement of the part and does not include the cost of shipping loss of operating time, or normal maintenance services. QUINTEK Corporation shall have no liability for labor, consequential damages or any special charges. The Guarantee is void if modifications/repairs are performed by anyone to the parts, except for Quintek. Quintek understands that sometimes parts do not fit the needs of our customers for one reason or another. Therefore, when returning parts, we ask that you follow the steps outlined below;

### Before You Return Any Parts

**Most issues can be resolved with an email or phone call to Tech Support. If tech support does not resolve the issue a part exchange may be the solution.** In the event Tech Support cannot correct the problem, you will need to obtain a valid **Return Merchandise Authorization (RMA) number**. Call Quintek at (610) 948-1490 and we will assist you in finding the part that will resolve your issue(s). The return time period begins on the date the parts(s) were received.

1. 30 day money back guarantee - for all open stock parts.
2. For Special Order Parts A 25% restocking fee will apply.
3. Shipping and Handling charges are NOT refundable.
4. Have your invoice number available, (located on the top right corner).
5. Call Quintek to receive your RMA number.

No Returns will be accepted without a valid RMA number!

### Reason for Return

Tell us why you returning the parts. We may be able to assist you in resolving your repair needs. If you would like to exchange a part, any price difference will either be refunded or charged to your billing account.

### Parts MUST be returned in resalable condition

1. Your returned package MUST contain ALL original packaging. This includes boxes.
2. Please do not write on the original manufacturers label or packaging.
3. Include a copy of your invoice and RMA number with the returned package.
4. Returns may be rejected if the product has been damaged during shipment.  
To prevent any damage caused by shipping, pack products securely in an EXTERNAL carton.  
We recommend using a carrier that has a reliable tracking system (e.g. UPS).

### Restocking Fees and Rejected Returns

1. A 25% restocking fee will apply if the part(s) are returned outside of the 30 day Guarantee period.
2. With damaged part(s), we reserve the right to refuse shipment and/or charge a restocking fee.
3. Some parts are custom or not in open stock and you will be charge a restocking fee.
4. A restocking fee will apply to all parts(s) returned due to the customer's refusal to pay duties or taxes or returned for reasons other than defects.

### Limitation of Liability

Quintek parts are designed and tested using our best effort to operate as a complete system. Quintek reserves the right to make changes without notice to improve performance of the system or to accommodate changes made by other manufactures. Quintek makes no other guaranties and shall not be liable for consequential damages of any kind.