

Return Merchandise Authorization (RMA) Policy and Procedures

In the event of a UniPrint vPad failure, contact UniPrint Support at 1-866-488-3188 option 3 (North America only) or +1 (416) 503-9800 options 3 (International). UniPrint Support will attempt to troubleshoot the vPad unit first.

Limited Warranty:

UniPrint vPads are under a limited warranty against manufacturer defects for 3 years from the original invoice date. UniPrint vPad touch screens are under warranty for 1 year from the original invoice date. The customer shall assume all costs of removing, reinstalling and shipping defective vPad units to UniPrint.net offices in Toronto, ON, Canada. This warranty shall not apply to any UniPrint vPad units that have been subjected to modification, misuse, neglect, accidents of nature, or shipping damage. This warranty is in lieu of all other warranties, expressed or implied. UniPrint.net is not liable for special, indirect, incidental or consequential damages.

Return Instructions:

1. If it is determined that the vPad unit is defective and is still under warranty, UniPrint Support will issue an RMA number and a replacement vPad unit will be shipped to the customer's location. The defective unit(s) must be returned within 30-days of receiving the replacement unit(s) or the customer will be billed for the full purchase price. Retain the box that the replacement unit(s) were shipped in for future reference.
2. Fill out the UniPrint RMA Form completely. Missing information will result in delays or cancellation of request.
3. Complete a Return Waybill and/or return address label(s) for the shipment of the defective vPad unit(s) with the authorized RMA number clearly marked. When completing the return waybill ensure that the **Shipper will pay for shipping and fees** option is selected. Ensure that the carrier or freight forwarder is aware that this is returned merchandise so that import, duty, brokerage and customs fees are not required. Fees incurred due to incorrectly labelled waybill will be invoiced.

Ship to address: UniPrint.net Corp.
 ATTN: UniPrint Support
 1000-3250 Bloor St. W., East Tower
 Toronto, ON M8X 2X9
 Canada

4. Only return the defective item(s). For defective vPad unit(s), also return the power adapter, type C plug adapter and external RFID/HID reader mounting bracket that were originally included. DO NOT return network cables or stands. UniPrint is NOT responsible for any additional items that may be sent back in the package.
5. The original box should be used to ship the defective item(s). However, if the original box is no longer available, reuse the original packaging that the replacement unit was received in to ship

the defective vPad unit. The defective vPad unit and its accessories (listed on step 4) should be carefully packaged to protect them during transit.



6. Place the completed RMA Form in the box with the item(s) being returned. Close and tape the box securely to ensure it will not open during shipment.
7. Affix the waybill and/or return address label on the outside of the return package.
8. For International shipping, please mark item as 'return merchandise' on custom form to avoid incurring duty fees. Duty fees incurred due to incorrectly completed custom form will be invoiced.
9. Call carrier or freight forwarder for pick-up of shipment and record the tracking number for future reference.

* UniPrint is NOT responsible for shipping fees incurred and will not reimburse shipping costs. Fees incurred due to incorrectly labelled waybills will be invoiced.

* UniPrint is NOT responsible for any import, duty, brokerage or customs fees incurred. Import, duty, brokerage or customs fees incurred will be invoiced.

* UniPrint is NOT responsible for lost or stolen shipments and recommends using a tracking service for delivery confirmation.

* DO NOT RETURN ANY HARDWARE WITHOUT AN AUTHORIZED RMA NUMBER. Shipments received without an authorized RMA number will be refused.

* Defective unit(s) MUST be returned within 30-days of receiving the replacement unit(s) or the customer will be billed the full purchase price.