



RETURN POLICY

Access411 understands that mistakes in ordering occasionally occur. In an effort to provide you, our customer, with superior care we provide services to facilitate returning these goods.

Hardware Purchases

CAASS hardware may be returned within 30 days of delivery under the following conditions:

1. Equipment must be returned in good condition, unopened and in original packaging.
2. The customer assumes full responsibility for returning the hardware including but not limited to shipping charges, lost return shipments and return shipping damages.
3. A \$100 restocking fee will be applied to all returned hardware.

Hardware purchases include: Servers, printers (any type), cameras, jet direct printer servers, Ethernet cables, ScanStation equipment (barcode readers, monitors, carts, pcs, laptops, speakers, CAASS in Case), Visitor Pass Plus equipment (web camera, license scanners, label printers, signature pads, and laptops), and AutoDialer Equipment (speakers, microphones, Dialogic card).

Access411 will issue credit less restocking fee for equipment returned within 30 days of equipment receipt.

Regular Supply Purchases

CAASS supply sales may be returned within 60 days of delivery under the following conditions:

1. Goods must be returned in good condition and unopened.
2. The customer assumes full responsibility for returning the goods including but not limited to shipping charges, lost return shipments and return shipping damages.
3. A 25% restocking fee will be applied to all returned goods.

Regular supply purchases include: id printer ribbons, id cards, thermal paper, label badges, id printer cleaning items, and id card punch.

Access411 will issue an exchange or credit less restocking fee for goods returned within 30 days of receipt of goods.

Special Purchases

All special order sales are final. Access411 will review all special orders with the customer prior to delivery to confirm order details. Once the order is shipped Access411 will not accept returns or exchanges.

Special purchases include: any type of lanyard (including non-printed, printed and metal chain); badge holders, optical scan wand, or any item not listed in the CAASS supply catalog.

Shipping Damages and Errors

It is the responsibility of the customer to inspect all deliveries for damages and errors. Any package with obvious damage should be refused from shipper. All other packages should be inspected within 48 hours of arrival for hidden damages and errors. You must contact Access411 immediately at 1-800-574-0236 x3 to report any problem with the shipment and receive instructions on how to process the claim. Access411 reserves the right not to process any claim that is not handled in this manner.

Access411

52 Grumbacher Rd. • Suite 1 • York • PA • 17406

P: (800)574-0236 • F: (877)858-8188 • <http://www.access411.com> • info@access411.com