



Topsources Lab Inc.

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## **RMA POLICY**

### **Physical Damage Voids All Warranties**

All warranties will be void if inspection finds that the product has been abused or altered without authority.

### **Return and Repair Procedures**

- Product returned must fill out the RMA application form in order to obtain a RMA number. However RMA number is not a proof of receipt until the product is physically received by our RMA dept.
- All RMA shipments returned to us must be freight prepaid unless with pre-approval from us. Collect shipments will not be accepted.
- Please insure the shipment for loss/damage.
- Original packing and insert is required in order to protect the returned merchandises. We are not responsible for any loss/damage in transit.
- All returned products with valid RMA number will be handled within 14 working days.
- We will return the repaired/replaced product to customers using ground service at our cost. If the RMA product was dropped off, our customers will have to pick up. RMA personnel will inform you by email when your RMA is ready to pick up or shipped out by courier.
- Returned items must contain at least 75% ink/toner. Please see attached weight toner requirements.

### **Packaging Requirements For Return Products**

- An authorized RMA number must display on outside of package. Enclosed RMA form with product return is required.

### **Re-stocking fee**

- 15% restocking fee will apply for un-opened items returned.

### **Warranty**

- ONE YEAR SHELF-LIFE WARRANTY FROM DATE OF INVOICE.