



RETURN POLICY

We want you to be satisfied with your purchase from ID Zone. Please note that we have developed our return policy to be as customer-friendly as possible, while allowing us to maintain the guaranteed lowest prices in the ID Industry.

Product Returns – Unopened/Unused Items

If you have purchased an incorrect or unwanted item, you may return it within 30 days of receipt:

- Product must be unopened, unused and factory sealed.
- Product returns must include original packaging, boxes, instructions, etc.
- A 15% restocking fee will be deducted from your credit.
- Software cannot be returned for any reason—please contact sales with any pre-sale software questions.

Product Returns – Opened and/or Used Items

Due to the nature of the identification industry, we are unable to accept the return of some items:

- Software—unless authorized by ID Zone.
- Used Printers—Unless authorized by ID Zone.
- Opened Cards, Opened Ribbons or Opened Printer Cleaning Kits.
- Special Order Items.
- Other used items may be returnable with a restocking fee—please contact your ID Zone Account Manager.

Defective Merchandise (DOA)

- If you receive a product that is non-functioning or defective out of the packaging, please contact your ID Zone Account Manager to arrange for an RMA (Return Merchandise Authorization) at (800) 910-5987.
- We will do our best to replace the product as quickly as possible.

Return Guidelines/Procedure

1. Contact your sales representative at (800) 910-5987 for an RMA number within 30 days of receipt of product.
- 2. RMA numbers must be clearly marked on return address shipping labels.**
3. For your safety, please use UPS/FedEx/DHL or other insured carrier that offers tracking capability.
4. Items must be received by ID Zone within 15 days of issuance of RMA.
5. All original packaging, instructions, etc. must be returned and undamaged.
6. No markings on any original packaging.
7. Product must be 'like new' and factory sealed.
8. ID Zone cannot be responsible for any merchandise that fails to arrive at our facility.
9. Merchandise that arrives at our facility damaged cannot be accepted and will be returned to you.
10. All returned items must be shipped to the address below, unless authorized by ID Zone.
11. Credit will be issued to the original credit card or account holder after inspection by ID Zone.

RMA Shipping Address

ID Zone
Attn: RMA # _____
1501 N.W. 163rd Street
Miami, FL 33169

Please Note: Items returned to any other address will be subject to an additional shipping fee and/or surcharge.

ID Zone may amend or cancel return policy guidelines at anytime.

Thank you for your continued patronage, we appreciate the opportunity to serve you.

Team ID Zone
support@IDZone.com

18640 Lake Drive East, Chanhassen, MN 55317 | Phone: (800) 910-5987 Fax: (952) 487-1074
Email: sales@IDZone.com | Web: www.IDZone.com