

Please save this form and include a copy with any returned product(s)

Thank you for your order. We hope that you are pleased with the product(s) you have selected. Your order has been carefully inspected and packed. Immediately upon receipt please inspect the package to ensure all contents are included. Product(s) listed as "Back Ordered" are not contained in this shipment, but will follow as soon as they are available. Please install any software and/or hardware product(s) upon receipt to ensure proper functionality.

Intuit GoPayment hardware peripherals purchased from Intuit come with limited warranties. To return your hardware item(s) for a full refund of the purchase price (such refund amount excludes shipping, handling and related charges), please refer to the limited warranties accompanying the hardware item and follow the Return Instructions below.

Customer Information

Customer Name: _____

Address 1: _____

Address 2: _____

City, State, Zip: _____

Phone #: _____

Order #: _____

Reason for Return

- ☐ I was not approved for a merchant account
- ☐ I cancelled my merchant account
- ☐ Product did not work with my phone
- ☐ Product was defective
- ☐ Dissatisfied with customer service
- ☐ Wrong Shipment - Incorrect material received
- ☐ Other

Tell us more:

_____**RMA #****Return Material Authorization (RMA) #:**_____
As provided by Intuit Customer Service
Write the RMA # on the outside of the package**Return Instructions**

1. Contact Intuit at 800-558-9558 and then select and/or ask for GoPayment for a Return Material Authorization (RMA) number.
2. Complete the **Customer Information**, **Reason For Return**, and **RMA #** sections of this form (using RMA # provided by Customer Service).
3. Place this completed form in the box with your merchandise and pack all material securely.
IMPORTANT: Be sure to include all components that came with the product (power supplies, USB cables, accessories, CDs, manuals).
4. Write the RMA # on the outside of the package.
5. Select shipping carrier of your choice; if returning by mail, please be sure to attach proper postage.*
6. Address the package to: 112 Hidden Lake Circle, Duncan, SC 29334.

*For your protection, we suggest you return your product via a traceable or insured shipping method with one of the carriers listed below. Intuit is **NOT** responsible for lost or damaged items.

US Postal Service	800-275-8777	www.usps.com
UPS	800-742-5877	www.ups.com
DHL	800-225-5345	www.dhl.com
FedEx	800-463-3339	www.fedex.com

For more information please see the
Intuit Payment Solutions Customer Service
website at:

<http://payments.intuit.com/support>

Hardware Rapid Replacement Program

Intuit understands the needs of your business and how important it is to ensure that your systems are reliable. The Intuit GoPayment Hardware Rapid Replacement Program is designed to help minimize downtimes by quickly and conveniently replacing failed hardware peripherals.

What products are eligible?

Intuit GoPayment hardware peripherals purchased from Intuit and which are qualified as defective by Intuit support technicians and are covered under an active manufacturer's warranty.

What is provided?

- ✓ For any Intuit GoPayment hardware peripheral that is defective in workmanship or materials and under warranty, a replacement unit will be shipped direct to you in advance of returning the defective unit*
- ✓ **FREE** Ground shipping of the replacement unit to you.*
- ✓ **FREE** door-to-door pick up and return of the defective unit to Intuit.*

*Specific conditions apply. See Program Terms below for details.

Next steps to get a replacement unit

Call 1-800-558-9558 for an RMA # and simply follow the instructions on the flip side of this page.

Program Terms

- Intuit will provide a replacement unit only upon qualification of the original unit as defective by an Intuit support technician.
- Only hardware components covered by the manufacturer's limited warranty are eligible for rapid replacement. Proof of purchase via a dated receipt or invoice may be required to verify eligibility.
- Free ground shipping is only provided to addresses in the continental United States (excluding Hawaii, Alaska, Puerto Rico, US possessions and territories).
- All advance replacement units are shipped via UPS Ground. Expedited shipping and International shipping is available upon request by the customer. Expedited shipping and International shipping costs are the responsibility of the customer.
- A Return Material Authorization Number will be issued and is required for the return of the defective unit. The defective unit must be returned to Intuit within **15** days of reporting the defect. A credit card number is required at the time of the advance replacement request to guarantee the return of the defective unit. Failure to return the defective unit within **15** days will result in a charge of the unit's full retail price to the supplied credit card. Failure to provide a credit card number for guarantee will result in loss of eligibility for rapid replacement and the standard manufacturer's replacement warranty terms will apply.
- Hardware components that are damaged or defective as a result of any of the following are not eligible for replacement under this or any program: (i) improperly installed, misused, neglected, abused or carelessly handled or used for any unintended purposes; (ii) damaged by accident or negligence, including failure to follow the proper maintenance, service, and cleaning schedule; or (iii) damaged as a result of (A) modification or alteration by the purchaser or other party, (B) excessive voltage or current supplied to or drawn from the interface connections, (C) static electricity or electro-static discharge, (D) non-compliance with the manufacturer's published requirements for operating use and maintenance, or (E) repair or service of the product by anyone other than the manufacturer's authorized representatives. In the event that a replacement unit is issued and upon return of the defective unit it is determined that hardware failure is due to one of the reasons above, the supplied credit card will be assessed all fees associated with the issuance of the replacement.
- The warranty on the replacement unit shall be the remainder of the original warranty according to the proof of purchase date.
- The Rapid Replacement Program is available during the full term of the manufacturers' limited warranties.
- For return of the defective unit: Intuit will issue a UPS call tag for pick up of the defective unit. Customer is responsible for having defective unit boxed, ready and available for UPS pick up. All cords, power supplies and cables must be included in the box with the defective device. Return Material Authorization number, customer name and address must be included with the defective unit.
- The advance replacement units may be new or refurbished to manufacturer's specifications, at Intuit's discretion.
- Intuit will make every effort to replace the defective unit with the same model. However, in the event that the model is no longer available, Intuit will replace the defective unit with a like unit.