

## **IMPORTANT! PLEASE READ**

### **Terms and Conditions for Returned Materials:**

While returning a thermal transfer printer please insure the shipment for full value. CMSI does insure the printer on the return. The customer is responsible for any freight, duty, and brokerage charges incurred in returning product to CMSI Technologies. Shipper takes full responsibility for any damage incurred in shipping. Also, please use the box that was sent with the printer for the return. If the box is inaccessible or unfit for proper shipment, please use a sturdy box and correct packing material. **(Please do not use packing peanuts or newspaper)**. CMSI can provide the customer a prepared shipping box if requested (call for information). If the box received is unfit for the return delivery, the customer will then be charged for a new shipping box. Remember, the customer is responsible for any damage on the return to CMSI. You will be notified if CMSI suspects any shipping damage. **Please do not ship the printer with a paper roll in the printer.** If a roll is requested for return, please use a separate shipping box. CMSI charges a shipping & handling fee and insurance for all items shipped from our dock.

### **Rental Printers**

A rental printer may be issued if requested by the customer. CMSI records each serial number and records the amount of use for each printer. The rental charge is \$125 per week. CMSI will insure the rental printer for delivery. If the printer is damaged during the shipment, the customer will be responsible for any damaged unless CMSI is notified of the problem. When the printer is returned to CMSI, please insure the printer and use the original box it was shipped in. If the box is unfit for shipment, please notify CMSI and a replacement will be sent. The customer will be charged for the shipping box if the original or a replacement is not used. A separate RMA number needs to be issued for the return of the rental printer. Please contact CMSI for a RMA to be issued, before the rental unit is returned.

Please contact CMSI for any further questions.