

# Barcode Southwest

## Return Policy

General Merchandise returns will be accepted within 20 days of delivery. Original shipping charges are non-refundable and customer is responsible for cost of return shipping charges. Returns will only be accepted if pre-authorized by calling (888) 764-9965. Merchandise must be in original packaging and be in new unused condition. A restocking fee of 15% may be assessed for returns beyond 20 days from date of purchase.

### **To return or exchange an item, follow these simple steps:**

1. Call customer service at: (888) 764-9965.
2. You will receive an RMA (Return Material Authorization) number for returns and exchanges in 2-5 business days.
3. The item(s) must be returned in their original condition including the original packaging and all accessories.
  - a. The packaging must not have any markings.
  - b. Returns missing accessories will be rejected.

### **Non-returnable items:**

- Software
- Customized products
- Media: labels, ribbons, receipt paper, printheads, card stock, RFID tags, etc