

ADIRONDACK TECHNOLOGY OF NEW YORK INC.  
20 Prospect St. Suite 203  
Ballston Spa. NY 12020  
PH. 518-363-0002 Fax- 518-363-0300

RMA

DATE

**RMA must be returned by**

**Date Received in Office**

**Date Returned to  
Customer**

**Customer Details**

Company

Contact

E-Mail

Phone

Fax

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**Item details**

Item	Invoice No.
Service Code	Invoice Date
Reason for Return	

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Item	Invoice No.
Service Code	Invoice Date
Reason for Return	

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Item	Invoice No.
Service Code	Invoice Date
Reason For Return	

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Office Use  
Notes:

## RETURN POLICY AND PROCEDURE

Unless otherwise specified in the item listing on our website, on the receipt or packing slip, or in the following terms, Adirondack Technology Inc. will accept qualified and conforming products for exchange or credit within 30 days of the original purchase date. Monitors may be returned within 14 days of original purchase

### General Guidelines:

To qualify for return all products require a Return Merchandise Authorization (RMA) Number prior to being returned, must be 100% complete, in the same condition as when sold, and in the original packaging as provided by the manufacturer. All packing materials, manuals, diskettes, CDs, digital media, blank warranty cards and other accessories and documentation must be included. Kits and other items assembled after purchase must be unassembled and returned in the manufacturer's original packaging. All returns will be inspected and products found to be non-conforming will be rejected or subject to a restocking fee at Adirondack Technology Inc. sole discretion.

### Manufacturer and Supplier Restrictions:

Some manufacturers have implemented returns restrictions that prevent Adirondack Technology Inc. from being able to accept returns or offer exchanges, replacements or credits on their products for any reason. Please check the item listing on our website to determine if special return policies are applicable to your products. Support as well as exchanges or replacements for products with manufacturer or supplier restrictions, including within the first 30 days of ownership, must be handled directly with the product manufacturer or supplier. You can find the manufacturer or suppliers contact information in your product manual, in the item listing, on the manufacturer's website.

### Non-qualified returns and Restocking charges:

Non-qualified and non-conforming returns are not included in Adirondack Technology Inc. return policy and, if returned, will be rejected or subject to a restocking fee of up to 25% at Adirondack Technology Inc. sole discretion.

### Return Procedure:

All returned products will be thoroughly inspected and a determination will be made if eligibility and conforming requirements are met. Please verify the product you are returning meets the below guidelines and qualifies for return to avoid any delay in, or denial of, processing your return. If a non-conforming product is accepted for return Adirondack Technology Inc. reserves the right to charge a restocking fee up to 25% at Adirondack Technology Inc. sole discretion. Return processing may take up to 5 business days from the time your product is received.

### Inspection Criteria:

- Products must be in the original manufacturers packaging, and shipped securely
- Products must be complete with any standard certification labels (UL listing, capacity, brand name, UPC code) originally placed and not tampered with.
- Product serial number, or any similar identification numbers, must match the serial number on the package or invoice (Adirondack Technology Inc. maintains serial number tracking).
- Products must be free from damage of any type, including, but not limited to dents, scratches, cracks, abuse, defacement or indication of removed screws/fasteners or seals.
- Products so labeled with a security seal, must have the seal intact and not tampered with.

### Return Merchandise Authorization Number:

Returns will not be accepted without a valid Return Merchandise Authorization Number (RMA). Unless otherwise specified in the item listing on our website or in our Return policy, you may request an RMA within 30 days of the original purchase date. RMA numbers expire after 15 days, but we encourage you to return the product as soon possible. Any return we receive without a valid RMA number will be documented and rejected or subject to a restocking charge at Adirondack Technology Inc. sole discretion.

### Shipping Note:

For your protection, we recommend that you insure your return and use a traceable carrier that can provide you with delivery confirmation. Adirondack Technology Inc. shall not be responsible for items returned that are lost or damaged in transit. Postage and handling charges, both to and from our warehouse will be paid by the customer, and are non-refundable.