

Return Material Authorization (RMA) Policy

(As of: September 9, 2020)

QSR's standard policies provide our customers and partners with the opportunity to return any QSR product for any reason within 30 days of shipment, whether or not the product has been opened. Please note that hardware must be returned within the original packaging and with all originally shipped components (including items such as power supplies, cables, stands, etc.). All returns to QSR must first be authorized by obtaining a Return Material Authorization (RMA) from QSR within 30 days of shipment of the product. This policy ensures a credit on the customer or partner account less a 15% restocking fee upon receipt of the returned device within 10 business days of the RMA being issued by QSR. This credit can be altered into a refund if the account is current.

To further ensure the highest customer and partner satisfaction with QSR's hardware, we offer a one year hardware limited warranty on most QSR hardware, with a three year warranty on certain QSR hardware, as well as a simple return process when repairs are needed.

In addition to warranty repairs, customers and partners may choose to return QSR hardware products to QSR that are in need of out-of-warranty billable repairs. All returns to QSR for hardware repair must first be authorized by obtaining an RMA from QSR. QSR will inspect and test all returned hardware to make a determination as to the warranty status of any needed repairs as well as any associated repair costs for out-of-warranty repairs. For repairs found to be covered under warranty, the repair will be immediately completed at no charge to the customer or partner. For any billable repairs, QSR will perform the work once the customer or partner has provided a purchase order for the associated repair charges. Out-of-warranty hardware that is not repairable or hardware found to be in working order will be returned to the customer or partner if requested, and a testing and diagnostic fee will apply. To avoid unnecessary returns, QSR recommends using the published QSR Hardware Troubleshooting Guides (which are available through QSR Client Services and QSR Technical Support), as well as QSR Technical Support for assistance in troubleshooting a hardware problem.

QSR also provides a process for the cross-shipment of replacement hardware for issues that may occur within the first 45 days of shipment.

Return Process

All returns to QSR must be authorized by first obtaining a Return Material Authorization (RMA). RMAs are requested through QSR Technical Support. The original purchaser of the product should manage the return process. Refer below for an overview of QSR's return and repair process.

Step 1: Obtaining a Return Material Authorization (RMA)

Requests for RMA numbers are made by contacting QSR Technical Support:

Phone:	502-297-0221, ext. 6
Email:	Support@QSRAutomations.com

Information required when requesting an RMA number includes:

- Product information, including model number and serial number
- Description of the problem for each product
- Contact name, phone number and e-mail address for the person responsible for managing the RMA
- Return address (for return shipment of repaired product)
- Billing address (for any charges that may be applicable)

Step 2: QSR issues an RMA

QSR will respond to the original purchaser in the same manner in which the request was received, providing an RMA number for approved returns.

Step 3: Customer or partner returns product to QSR

Customer or partner should return the product to the appropriate address, as instructed by Support in Step 2 above:

QSR Automations, Inc.
2301 Stanley Gault Parkway
Louisville, KY 40223
ATTN: RMA # _____

QSR AI, LLC
Observer House, Caxton Way
Watford, Hertfordshire WD18 8RJ
ATTN: RMA # _____

Please include in the box a detailed listing of all products being returned, including: quantity, QSR product code, any associated vendor part number, product serial number, required date, return shipping information, and purchase order number (if applicable).

RMA's that are not received by QSR within 30 days of issue date will be closed.

Step 4: Returned devices are inspected, results are reported, and any repairs are completed

QSR will inspect and/or test all returned products via normal procedure. At this time, QSR will make a determination as to the warranty status of any needed repairs, as well as any associated repair costs for out-of-warranty repairs. The results will then be communicated to the customer or partner in the same manner as the original RMA request was received by QSR.

For products found to be covered under warranty, the repair will be immediately completed at no charge to the customer or partner. QSR will ship the repaired product back to the customer or partner via ground shipment at QSR's expense for any address within the continental United States when shipped from QSR Automations, Inc. or any address within the UK when shipped from QSR AI, LLC. Return shipments from QSR Automations, Inc. sent outside of the continental United States and return shipments from QSR AI, LLC sent outside of the UK will require approval or prepayment of the freight charges.

For any billable repairs, QSR will not perform the work until the customer or partner has provided a purchase order reflecting the correct repair charges and the associated shipping charges that will apply when returning the repaired product back to the customer or partner. If the customer or partner is not approved for payment terms, prepayment of the purchase order is required. Based on receipt of payment or a purchase order (or other accepted written approval at QSR's discretion), the out-of-warranty product will be repaired and returned to the customer or partner.

Out-of-warranty products that are not repairable will be returned to the customer or partner only if requested by the customer or partner. The customer or partner is responsible for the shipping charges. Please note that a testing and diagnostic fee will apply for products found to be out-of-warranty and not repairable.

For products returned to QSR that are found to be in working order, the testing and diagnostic fee applies. The customer or partner will be asked to provide a purchase order (and prepayment if terms are not already established) for the testing and diagnostic fee as well as shipping charges before QSR returns the product to the customer or partner.

The customer or partner will have 30 days to respond to QSR once QSR makes a request for approval to complete any out-of-warranty repair work, or to return out-of-warranty products that are not repairable, or to return products found to be in working order. Any RMA for which QSR does not receive a response within 30 days will be absorbed by QSR.

Step 5: Products are returned to the customer or partner

As stated above, QSR will return all warranty repairs to the customer or partner via UPS ground shipment at QSR's expense.

Other repaired products will be returned to the customer or partner via UPS ground shipment at the customer's or partner's expense. Additional shipping methods are available.

Any products that have an associated repair or testing and diagnosis fee will be returned only if QSR has payment or a matching purchase order from the customer or partner. If an RMA has both in-warranty repair items and billable repair items, the payment or purchase order for the entire RMA must be received before any repaired product is returned to the customer or partner.

Repaired products will carry a 60 day warranty against defects from the date of repair or for the remainder of the warranty period for that product, whichever is longer.

All returns shipped by QSR will reference the RMA number.

Product Repair Lead Times

Below are QSR's standard lead times for completion of repairs. QSR will always strive to provide the shortest possible lead times. Lead times are based on the quantity of products returned. Due to availability of parts, repair times are subject to change without notice. Customers or partners will be notified in advance of any delays.

PRODUCT	QUANTITY				
	1 – 50	51 – 100	101 – 150	151 +- 500	501 – 1000+
KP-7500 Bump Bar	1 week	2 weeks	4 weeks	4 weeks	*
KP-9000 Wireless Bump Bar	1 week	2 weeks	4 weeks	4 weeks	*
TB-1000 Touch Bump	1 week	2 weeks	4 weeks	4 weeks	*
DE-4000 ePic video controller	1 week	2 weeks	4 weeks	4 weeks	*
DE-4100 xCeed kitchen controller	1 week	2 weeks	4 weeks	4 weeks	*
DX-3000 eXpert hospitality controller	1 week	2 weeks	4 weeks	4 weeks	*
Elite F-Series All-in-One	2 weeks	6 weeks	8 weeks	*	*
Elite D-Series All-in-One	2 weeks	4 weeks	4 weeks	*	*
Power Supply In-Warranty Replacements	1 week	2 weeks	4 weeks	4 weeks	*

*Please contact QSR for lead time quote.