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RETURN GOODS POLICY

Returns are to be made within 30 days of receipt of the product the customer should contact the ASAP Business Solutions Return & RMA Department a reference number will be given to the customer in order to receive the RMA number, call tag and other relevant information. We will then issue RMA's on Defective/Damaged products. Replacements will be sent to the customer once our distributor or we receives the defective/damaged product.

After 30 days of receipt of the product the customer should contact the manufacturer's support line to report the problem. The manufacturer will determine the problem take corrective measures either to replace, exchange or return the product depending on each manufacturer's warranty and return policy

Damaged Shipment

Boxes that arrive damaged should be reported to the carrier upon receipt of the product. They should be refused or signed for with a notation on the signing document "boxes are damaged". ASAP Business Solutions should then be notified within three business days of receipt of a damaged box.

All equipment, which are damaged should also be reported to ASAP BUSINESS SOLUTIONS with below mentioned details

- 1) Serial Number of the Product (if any)
- 2) Model Number
- 3) Nature of Damage
- 4) Location & Contact Number

Return Policy

Any product to be returned or exchanged has to be done within 30 days of receipt of the product. There is no restocking fee if we wrongly ship the items or they are damaged on arrival or defective, however shipments that are refused without authorization, or that are returned to us because the address was invalid, or if the returns or exchange are for any other reasons there will be a restocking fee of 12 to 14%. All returns must also follow the return procedures mentioned above. All Shipments should be returned in the original Box.