



Phone: 1-888-283-7939
canadasales@pcnametag.ca

The *pc/nametag*[®] Hassle-Free Return Policy

We appreciate your business and will handle your return immediately. Please call us at 1-888-283-7939 or email canadasales@pcnametag.ca to receive a **Return Merchandise Authorization (RMA) number** and fill out the fields below so that your return can be processed efficiently.

Date _____ pc/nametag Acct # _____

Name _____ Phone # _____

Company Name _____

Order #	Item #	Description	Quantity

Reason for Return: _____

Our return policy is based on three categories of merchandise:

- **Non-returnable:** Customized or imprinted items and blank lanyards.
- **Returnable within 15 days:** All technology products including, without limitation: printers, scanners, wireless technology and accessories. A restocking fee may apply.
- **Returnable within 30 days:** All other products.

Product Return Requirements

- Return Merchandise Authorization (RMA) number must be written on the outside of the box with the exception of all printers. When returning printers please complete our return form and place inside of the product box. Return form is included with every invoice or available to download online.
- Items must be returned in the same increments they were sold.
- Returned items must be packaged in the original manufacturer's packaging (both inside and outside), including manuals, cables, warranty cards, etc.
- The returned item must be clean with no scratches or visible signs of use.
- Customer is responsible for all return shipping expenses.

Where to ship your return

pc/nametag Canada
4-240 South Blair St
Whitby, ON L1N 0G3

Credit for Your Return

pc/nametag will credit your account within 2 business days upon receiving the return and verifying acceptable condition. We will refund your account using the original payment method.