

TOPS, Inc. RETURN AND WARRANTY POLICY

Technical Support

If you are having a problem with our products, please first call our **Technical Assistance Department at 952-895-8497**. We may be able to troubleshoot the problem without having the item returned.

Returns

RETURN AUTHORIZATION

All items MUST have a Return Authorization Number before being sent back. You can obtain an RA# by completing the online form below, downloading the return form and emailing it to service@tops-usa.com, or by calling us at 952-895-8497. We suggest you complete the downloadable return form before calling as this will help to expedite the return process.

PLEASE USE ONLY ONE OF THE RETURN/REPAIR REQUEST METHODS LISTED HERE. Contacting us through multiple methods causes requests to be duplicated and slows down our response time.

SHIPPING INSTRUCTIONS

Instructions for returning an item: Write the RA Number on the outside of the box. Ensure your package and keep your receipt. Pack your item(s) securely to prevent damage. To ensure efficient delivery, we suggest you send your return via a trackable method. Customers are responsible for return shipping costs if items are found to be in good working order, were ordered by the customer incorrectly, or if the item is not suitable. All items returned for credit/refund must be shipped to us unmarked and in original packaging.

Refunds/Credits

You are entitled to a refund/company credit on most parts/supplies/equipment within 3 days of delivery. Parts/supplies/equipment being returned must be in new condition and unmarked. All original packaging, accessories and manuals must be included. Items being returned have a 20% re-stocking fee.

DAMAGED/DEFECTIVE

Please notify us within 3 days of receipt of any discrepancies, items damaged in shipping and/or faulty items. We may be able to troubleshoot the problem and avoid having the item returned. Also, customers are responsible for return shipping costs if items are found to be in good working order, were ordered by the customer incorrectly, or if the item is not suitable. All items returned for credit/refund must be shipped to us unmarked and in original packaging.

Warranties and Repairs

Warranties differ depending on the manufacturer. Please contact your representative at TOPS and find out the terms of your warranty. Warranty terms and conditions are subject to change. There will be a charge for repair and return shipping and handling on all items out of warranty. For a repair fee quote, please complete the form on [Contact Us | Total Office Products and Services | Burnsville \(tops-usa.com\)](#). Repairs, alterations or modifications done by someone other than a TOPS representative will automatically void the warranty.