



# Terms & Conditions

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**SoftwareFX**  
Any Chart, Anywhere!

No returns of any type will be accepted without a Return Merchandise Authorization (RMA) number. A 15% re-stocking fee applies in most cases. A Return Authorization Number may be requested 30 days from the date your product shipped from our warehouse. All items arriving without a RMA number will be refused. All products must be received within 10 days of issuing the RMA Number. Items received after 10 days will be refused. All RMA numbers must be legible on the shipping label as well as anywhere else.

## **Shipping, Handling and Processing Fees on Returned Items**

Shipping, handling and processing charges are not refundable. The customer is responsible for shipping, handling and processing charges, insurance, and duties, taxes, or tariffs on all return shipments, including defective products. Returns sent COD will be REFUSED and returned to the customer.

## **Replacement Products**

Replacement product orders will not be shipped until the original item is received. If the item is being returned for credit, the credit will not be issued until the item has been received.

## **Non-Defective Product Returns**

If a product arrives damaged due to mishandling by a carrier, it must be noted with the carrier at the time your package is delivered. Claims for all damaged product discrepancies must be submitted within two (2) business days of invoice date. All returned packages must be received within 10 business days of the RMA issue date.

## **Return Shipments**

Before you return defective product and/or non-defective shipments to us, you need to follow these procedures:

1. Request a Return Merchandise Authorization (RMA) number; see the How To Get An RMA Number section below.
2. Be sure the RMA number is legible on the shipping label as well as anywhere else it appears on the outside of the box.
3. Include one RMA per carton. Shipments can include merchandise that is being returned for different reasons but a separate RMA number is required for each invoice number.

## **Shipping Requirements**

Please take care in shipping product back. Returned cartons that do not meet the following conditions will be returned to you with a processing fee and return freight charge may be applied to your account:

- Product must be complete and in original packaging, with no visible damage (e.g. rips, tears, compressions, holes or dents).
- There must be no markings or writing on packaging/labeling.
- All products, including the carton(s), should be packed into an additional shipping carton to help prevent damage.
- The RMA number must appear on the shipping label only, not on or inside the carton. Any carton received without an RMA number on the shipping label will be refused and returned to the customer.
- The RMA must reach our warehouse within 10 calendar days of the RMA date, or the shipment will be returned to the customer.
- Merchandise must be secured with proper packaging to prevent any damage in transit.
- If all criteria are met, Software FX will issue a credit to your account.

## **How To Get An RMA Number**

Prior to shipping any product back, you must request and receive an RMA number from Software FX via our PDF RMA request form. All exchanges and returns require a Return Merchandise Authorization (RMA) number. You will be sent an e-mail or fax with an RMA number within 48 hours.

## **Return Facility Address for RMA**

Software FX Returns  
5200 Town Center Circle, Suite 450  
Boca Raton, FL 33486 USA