



Return Policy

RETURNS / RMA POLICY & PROCEDURES

A. All references below to the 'Company' shall be construed to be Ezzell Enterprise, Inc., and its affiliated companies, LSI ID, LLC; LSI GRAPHICS, LLC and LSI TECHNOLOGY, LLC.

B. ALL SALES ARE FINAL. Any returns must be expressly authorized by the Company by issuance of a Return Merchandise Authorization (RMA) number or Sales Return Order (SRO) number.

C. Our shipping and receiving department will reject items returned without the authorized RMA/SRO # written legibly on the packaging in which the items are returned. CUSTOMERS MUST WRITE THE AUTHORIZED RMA/SRO # ON THE OUTSIDE OF THE RETURN PACKAGING LEGIBLY FOR ANY RETURN TO BE PROCESSED BY THE COMPANY.

D. Customers are responsible for the return of any authorized RMA/SRO items to the destination provided by the Company, including any freight charges, packaging, and shipping labels. Any return items must be packed with materials equivalent to the way the customer received the original shipment. Customers must retain all packing materials until items are determined to be in satisfactory condition.

E. The RMA/SRO # will expire 14 days after it is issued. Any items returned after the RMA/SRO expiration date will not be given credit nor refunded. It will be the sole responsibility of the customer to retrieve any merchandise/product returned after this time and any such items will become the property of the Company after 30 days. Transportation costs associated with the retrieval of any such items will be the customer's responsibility.

F. Any applicable warranty shall be voided if any security seals are broken or removed. Equipment is sold "as is" unless a warranty period is specified in writing on the applicable sales contract.

G. RMA/SRO #s will not be issued after any warranty period has expired. Many shipments are drop shipments; it is the customer's responsibility to address any product defects with its customer (or other recipient) within the time limits of the applicable sale provisions.

H. RMA/SRO #s may be issued for items damaged in transit for fob destination shipments. A replacement item may be shipped while the carrier is processing the claim. Any freight damage claims of customer must be filed with the Company within 24 hours of receiving the item from the carrier. When packaging bears important reference information (e.g., serial numbers) or is specially designed to protect the merchandise/products, customers shall save all packing materials for any approved return. The customer shall provide pictures of the damage to the Company upon request. The Company will assist the customer with instructions on the product's disposition.

I. Any authorized RMA/SRO replacements will only be shipped by ground service unless pre-approved by the Company.

J. Any authorized RMA/SRO items determined by the Company to be non-damaged or non-defective will be subject to a restocking charge not to exceed 25% of the product's sale price.

K. Unauthorized returns will not be refunded or credited to the customer's account. Any unauthorized items returned to the Company must be picked up by customer within 30 days after notification to the customer. Transportation costs will be the customer's responsibility. After 30 days, if customer has not picked up the unauthorized return merchandise/product, the items will become the property of the Company.

L. Freight charges will not be refunded unless approved by the Company's accounting manager/controller.