

01 INITIATION OF RETURN REQUEST

Customers initiate the return request by contacting apg Solutions through email (help@guide-star.com) or phone (763-571-5000, option 4).

Customers will provide their information and go through a triage process to determine if the drawer is under warranty and if the issue can be solved via remote troubleshooting.

If the cash drawer is under warranty and an RMA is deemed necessary, the RMA case will be logged in the apg system and the customer will receive information about how to return their drawer.

*Important note: under the warranty policy, the customer is responsible for shipping costs inbound to apg. apg will cover shipping costs back to the customer



02 REPAIR PROCESS

Unit returned to apg Reconditioning Department for inspection. apg will inspect for physical damage and make any warranty repairs.

*Important note: if the drawer issues are determined not covered by warranty (such as physical damage from shipping) the drawer will be returned to the customer as it was received. The customer is responsible for shipping costs both ways if the drawer issue is not a warranty-related concern.

IMPORTANT NOTES

✓ **Shipping Damage / DOA**
If your product arrived damaged or isn't working out of the box, please contact the distributor or reseller you purchased from.

✓ **In-Warranty Repairs**
If your product is under warranty and needs support, our Technical Support team is here to help. Contact us by phone or email, and we'll assess the issue and progress an RMA if required.

✓ **Out of Warranty Repairs**
apg does not offer repair services for products that are no longer under warranty in North America.

✓ WARRANTY STATEMENT

Contact apg®'s customer relations department for assistance on determining warranty coverage. Do not return any materials before warranty coverage is determined. This warranty provides specific legal rights and other applicable rights in some states.

apg® warrants that its products will be free of defects in material or workmanship for the specific warranty period from the date of manufacture under normal use and service. This limited warranty is available to the original purchaser and does not cover misused, altered, neglected, carelessly handled products, or products used for any unintended purposes.

apg® will repair or replace, at its option, any product found defective during the warranty period. Warranty repairs are completed at no charge for parts or labor. You are responsible for the costs of shipping the product to and from the apg® facility. apg®'s sole obligation is limited to the repair or replacement of the defective product or components.

apg® shall not be liable for any incidental or consequential damages, or any other costs which may occur from the purchase or use of this product. No other warranty (including merchantability and fitness for a particular purpose) is expressly made or implied. Some states do not allow limitations or exclusions on implied warranties, and in those states, the above limitations of an implied warrant may not apply.