

# Laser Returns Form



Customer Service Representative Initial: \_\_\_\_\_

Tech Data Fax Number: **813-538-7830**

In order to assist you in the return of DOA laser products, Tech Data has summarized the requirements below.

**General Instructions:**

Remove all accessories from unit (toner, fuser). Clean any loose toner residue from inside the printer to avoid spills. Original manufacturer's packaging must be used.

**Individual Manufacturer Return Requirements:**

All products must meet individual manufacturer's return requirements. DOA policies and time frames vary and must be met for individual manufacturers as follows:

<b>Canon</b>	60 day DOA only. Proof of purchase required.
<b>GCC</b>	Must go direct 617-276-8620.
<b>Genicom</b>	60 day DOA policy. Pre approval through TD extension 6893.
<b>Lexmark</b>	30 day DOA only. Proof of purchase required.
<b>Newgen</b>	60 day DOA only. Proof of purchase required.
<b>OTC</b>	Must go direct 800-468-8788.
<b>Panasonic</b>	7 days DOA to the end user.
<b>Samsung</b>	Must go direct 800-446-0262.
<b>Texas Instruments</b>	Page counts can not exceed 600 pages.
<b>NEC</b>	60 day DOA only. Proof of purchase required.
<b>Hewlett Packard</b>	30 day DOA to enduser only.
<b>Okidata</b>	30 day DOA to enduser only, All current LED (laser) printers and Doc-it (printer, scanner, fax copier all in one) products are eligible. There will be a charge for any missing items or \$75 charge for excessive toner bomber units.

Failure to comply with the return criteria may result in one or all of the following:

1. Unacceptable return; authorization may be voided.
2. Product returned to reseller at the reseller's expense.
3. Charge deducted from reseller's credit. This varies by individual manufacturer's requirements and guidelines. Examples would include a toner removal fee.

Make \_\_\_\_\_ Vendor / Model \_\_\_\_\_

Serial number \_\_\_\_\_ Date of Purchase \_\_\_\_\_

Customer Representative: Name \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

**Customer Signature** \_\_\_\_\_ **Customer Number** \_\_\_\_\_

By signing this document, I agree to the above stated return policy. I understand that if the product received by Tech Data Corporation does not meet the requirements detailed above, I will either be charged or the product will be returned to me.

**Tech Data Approval**

Tech Data Representatives:

Name \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

Tech Data Control Number \_\_\_\_\_ Vendor Control Number \_\_\_\_\_