



Varitronics Return Policy

When returning any Varitronics products or machines, you must first request a Return Authorization Number.

- 1-800-328-0585
- Menu option 2 – contact Customer Service for returns of all finished goods/supply related issues
- Menu option 3 – contact Technical Service for returns of all defective machine related issues

Be sure to have all related product information available before you contact Varitronics.

- Your P.O.# and/or Our Order#
- Catalog number(s)
- Lot number(s)
- Serial number(s)
- A detailed explanation of the problem

Mailing address for product returns:

Varitronics

RE/RA# _____

(Include this number on the address label)

Attn: Returned Goods
6835 Winnetka Circle
Brooklyn Park, MN 55428

The authorization number must be clearly displayed on ALL packages returned. Please return product within (15) fifteen days of the date the authorization number was issued. Merchandise arriving at Varitronics without an authorization number may be returned to sender at sender's expense. ***Machines must be returned in the original packaging, with all components from the original shipment enclosed, i.e. CD, manual, power adapter, etc. Credit will not be issued for a product/machine damaged in transit while being returned.***

Return of Order Errors

If you receive merchandise not ordered, please report the error to the Customer Service Department to request a return authorization within fifteen (15) days of receipt.

- The cartons must be unopened, undamaged and resalable when received by Varitronics.
- We will credit your account when the merchandise is received and inspected at our facility.
- Credit will also be given for all freight costs related to the items shipped in error.
- If you made an error in the order and wish to return the merchandise, you will need to send it back at your expense.
- If Varitronics agrees to authorize the return, you will incur a restocking charge of 15% of the invoiced price.

Warranty Policy

Standard Warranty

Brady Worldwide, Inc., through its Varitronics® business unit, warrants the equipment and accessories comprising VariQuest™ machines will be free from defects in material and workmanship for one (1) year from the date of customer purchase. Original serial number must appear on product. Removal of serial numbers will void this warranty and any equipment and accessories that have been altered or modified in any way and are not as originally purchased will void this warranty.

Varitronics will at its option repair, replace or refund the purchase price of any accessories, supplies or equipment found to be defective under this warranty. THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

In the event of breach of this expressed warranty, or any other warranty, whether expressed or implied, Varitronics liability shall be limited to the remedy provided by the preceding paragraph. IN NO EVENT WILL VARITRONICS BE LIABLE FOR ANY DIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, NOR WILL VARITRONICS EVER BE LIABLE FOR BREACH OF WARRANTY, WHETHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF THE MERCHANTABILITY OR FITNESS, IN AN AMOUNT GREATER THAN THE PURCHASE PRICE OF THE PRODUCTS DESCRIBED BY THIS EXPRESSED WARRANTY. No agent, distributor, salesperson, wholesaler or retail dealer has authority to bind Varitronics to any other affirmation, representation or warranty concerning these goods.

Warranty

Repair Process:

1. Obtain a return authorization number (RA) from Technical Service prior to returning the machine. They can be reached at 800-328-0585, option 3.
2. Be sure to clearly mark the RA number on the package being returned. This will ensure prompt handling of your return when it is received by Varitronics. Returns without an RMA number must be rejected by Varitronics and immediately returned to end user, freight collect.
3. Ship the items being returned to Varitronics, freight prepaid, together with a written description of the claimed defect.
4. Machine must be returned in the original packaging to ensure proper protection during shipment. Damage in transit is end user's responsibility and may be cause to void the warranty claim.

Out of Warranty

- To the extent that replacement parts are available you may request an out-of-warranty repair for products outside of the standard warranty period. Out-of-warranty products that are determined to be unrepairable will be returned to you "as-is".
- The end user is responsible for all labor, parts and shipping costs for repairs made outside of the warranty period. Varitronics repair technicians will provide estimates of repair costs prior to servicing your machine.