



414 Winthrop Street [Rte. 44]  
Taunton, MA 02780

**This document contains legally binding terms and conditions which affect your legal rights and should be reviewed carefully before any orders for goods and/or services.**

This Agreement shall be interpreted under the laws of the State of Massachusetts, without giving effect to conflict-of-law rules; and in the event of a dispute under this Agreement; Purchaser submits to the exclusive jurisdiction and venue of the courts of the State of Massachusetts and hereby waives any objection to such jurisdiction and venue.

#### **RETURNS:**

ABS Technologies, Inc. has a 14-day return policy for all new products purchased from original date of arrival with the following exceptions: SPECIALTY ORDERS, MEMORY CARDS AND EQUIPMENT THAT INCLUDES SOFTWARE ARE NON-RETURNABLE FOR ANY REASON. All merchandise sought to be returned must be pre-authorized for shipment. Do not return any merchandise without prior authorization or your package will be refused and returned at your expense. For a return merchandise authorization (RMA#), please email [Helpdesk@absTechnologies.net](mailto:Helpdesk@absTechnologies.net). RMA's expire within 10 business days issued. All credit/debit card refunds are subject to a 5% restocking fee.

Do not ship any return/exchange merchandise in the original display carton only; the item must be returned in an appropriate shipping container or no refund will be issued. Any returned merchandise which includes a promotional item must be returned with the promotional item, otherwise the full retail amount for the item will be charged. The product was purchased using a credit card, the original shipping cost for the returned item which included free 1-day air or 2-day air shipping will be billed to the customer's credit card. ABS will not cover any cost of return shipping. All merchandise being returned for refund within return policy must: 1) Be in new resalable condition (free from scratches or any other type of damage). 2) Be complete with all original packaging, manuals, and accessories (all packaging, manuals, and accessories must be in new resalable condition) and 3) Have a valid return merchandise authorization number on shipping label or packaging. All returned merchandise is subject to inspection and rejection by ABS if it does not meet the mentioned requirements. All merchandise being returned for exchange within the return policy must meet same terms and conditions as merchandise returned for refund.

#### **REFUNDS:**

ALL REFUNDS MAY TAKE UP TO 14 BUSINESS DAYS TO PROCESS. (SHIPPING CHARGES ARE NON-REFUNDABLE) All refunds are subject to evaluation and must include a copy of the purchase receipt. Refunds will be issued to original purchaser only, for the value amount of the merchandise after any applicable credit/debit transaction fees or shipping charges. ABS is not liable for bank overdraft fees. All missing merchandise claims must be within 10 days of delivery, thereafter no refund or replacement will be made.



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#### **DEFECTIVE MERCHANDISE/EXCHANGES:**

Defective merchandise returned for replacement is subject to evaluation upon arrival to confirm that the merchandise is, in fact, defective. ABS shall make the determination as to whether the merchandise is defective, which determination shall be the sole and exclusive right of ABS. Exchange merchandise must be returned and received before replacement merchandise can be shipped. Defects discovered after 30 days from the original date of purchase shall be no longer eligible for exchange by ABS and the purchaser is restricted to all remedies set forth on the applicable warranties, if any. Units returned for refund which are defective are subject to the 5% restocking fee. This fee can be avoided by having the defective item exchanged. ABS does not provide loaner equipment. Same or similar merchandise ordered while a repair is being done is NON-RETURNABLE.

#### **TECHNICAL SUPPORT:**

All-In-One Transcription Kits are supported by ABS for 90 days via telephone and 1 year via email from the original delivery date. Support is only available to the original purchaser. Transfer or sale of the product voids ABS obligation for technical support.

#### **WARRANTY INFORMATION:**

Transfer or sale of the product voids ABS's Warranty obligation. All merchandise bears a manufacturers limited warranty and should be sent to the manufacturer. ABS, nor the manufacturer will be held responsible for illegal or wrongful use of any products sold. Repairs are warranted for 90 days, and only the repair work completed is warranted.

#### **CANCELLATIONS/SIGNATURE REQUIRED SHIPMENTS/REFUNDED PACKAGES:**

All order cancellations must be made by telephone, before the time of shipping. If a client cancels an order after it has been placed, it is subject to a 5% restocking fee and shipping and retuning fees if the package has already shipped. All orders over \$200 will be shipped with delivery confirmation and a signature is required. If the purchaser refuses the delivery or the delivery is returned to ABS for any reason, the purchaser will be charged any and all undeliverable package fees incurred. If a purchaser places a duplicate order, the purchaser is responsible for all charges, shipping, restocking fees and return shipping fees. If the purchaser is not available to receive a delivery and the package is returned to ABS, purchaser is subject to all return shipping fees ABS incurs, plus re-shipment fees if the shipment is still desired. In addition, a 5% restocking fee will be charged for refunded packages and original shipping will not be returned. A delay in shipping by either ABS or the freight service does not nullify the 5% restocking fee or any refusal fees or return shipping fees if the item is returned to ABS for a refund. ABS will not ship to UPS stores or receiving stores. If a phone order is placed and incorrect information is provided by the purchaser, an \$11 rerouting charge will be charged to the client.