



Return Instruction

Non-defective Returns

- Any product returns without Return Authorization Number (RMA #) will not be accepted.
- All non-defective returns must be in resalable condition and in its original packaging.
- A 20% restocking fee will apply for **all non-defective returns**.
- Non-defective returns are only accepted **within 120 days** from the invoice date.
- Credit will be issued basing **on the sold price** after the product has been received and inspected.
- Customer is responsible for all shipping charge occurred on the return.

Defective product returns

- Any defective return without Return Authorization Number (RMA#) will not be accepted.
- Please contact our sales department or RMA team to complete a RMA Request Form.
- Upon received and inspection of the products, credit and products can be issued and exchanged.
- Any returns with more than 70% of Toner usage will not qualify for a refund.
- Aster's batch number and invoice number are required for all defectives.
- Any returns with good work by testing will not qualify for a refund, but the test report will be provided.

Delivery problems

- All shortages and damages during transit and wrongly shipment should be reported to Aster Graphics Inc **within 5 business days** of delivery of the products.
- Please refuse the shipment if the goods have been obviously damaged in transit. (Package)
- Please ask the Carrier to make a note and sign on BOL if any shortage and damages found When the goods are received. (Pallet)
- Please make a copy of the BOL, and email it to us.
- A picture and customer's phone number are required for all shortage and damage claim.

*Any product returns without Return Authorization Number will be refused.

*RMA# expires within 30 business days from date of issuance.

*Warranty does not cover damages by operator, technician, or machine (including rotational scratches, gouges, scuff marks, or line scratches).

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