



GETTING STARTED WITH CASSIDA

OPENING AN ACCOUNT

Please supply us with the following information when opening an account:

- Company name, point of contact, phone number, and billing address
- Email address for UPS shipping/delivery/exception notifications
- Email address for receiving invoices
- Credit Card Authorization form or Credit Security Agreement (please ask us for one)

ORDERING FROM CASSIDA

To place an order, please email your purchase order to orders@cassidausa.com.

- Shipment, delay, and delivery notifications are automatically emailed to the email address provided above
- The purchase order number will appear as reference # 1

Most orders are shipped on the same day if the order is received prior to 3:00 P.M. EST.

INVOICING:

Cassida will email an invoice the next business day. Please note that we do not mail any invoices.

1 YEAR MANUFACTURER WARRANTY

Warranty for Cassida consumers:

All Cassida products carry a 1-year limited parts and labor warranty from the date of purchase, which includes return shipping (UPS Ground). Warranty coverage does not include maintenance, cleaning, or normal wear due to usage (i.e. removing dust or debris from sensors, replacing rubber rollers, rubber mats, rubber belts, etc.). During the warranty period, Cassida will repair or replace all components which proved to be defective. Cassida does not warranty any product which has been subjected to improper use, freight handling/shipping abuse, neglect or unauthorized repair.

To start the warranty process, call Cassida at (888) 800-0303 (option 1) for a diagnostic analysis and to obtain a Return Merchandise Authorization (RMA). Cassida reserves the right to determine whether returned products are defective or in working condition, therefore all warranty returns are tested and evaluated by Cassida's Technical Support department. Shipping costs are covered by Cassida in the event of a confirmed defective out-of-box unit (within 30 days of purchase). If a unit is found to not be defective and passes quality testing, the shipping charges for the passing unit will be applied to the credit memo for unit return. Additional costs may be added if additional service is performed or parts not covered under warranty are needed. An RMA is required for every unit being returned to Cassida. Once received, the unit will be evaluated, repaired and shipped back to the end user. Cassida will pay return shipping on units repaired under warranty.

RETURN POLICY

PRODUCT CONDITION	RETURNED WITHIN
	1-30 Days of Proof of Purchase
DEFECTIVE	Full credit issued. Cassida will pay shipping.
Working and in NEW condition	Assessed a 20% restocking fee. Shipping to Cassida warehouse is not covered.
Working and in LESS-THAN-NEW condition	Assessed a 20% restocking fee and a 15% product devaluation fee. Shipping to Cassida warehouse is not covered.

DEFECTIVE ITEMS

Defective items claimed by partners within 30 days of proof of purchase may be returned for refund or replacement. Cassida will issue an RMA and a pre-paid shipping label that covers shipping charges from the owner to our warehouse. Cassida reserves the right to determine whether the product was defective or in working condition at the time of sale, therefore all DEFECTIVE returns are tested and evaluated by our Technical Support department. If, after technical inspection, the item was determined to be in working order, the return will be treated as a Working Item in NEW condition or LESS-THAN-NEW condition and appropriate stocking fees, shipping fees and product devaluation fees will apply.

Working items in NEW condition:

Returns of working items in new condition can be initiated within 30 days of proof of purchase (P.O.P). A 20% restocking fee (\$20 minimum) applies. Items must be returned in new condition, in their original packaging. Missing parts or damage to the unit will result in extra charges. Shipping charges to the Cassida warehouse are not covered and RMA is required. See *How to Return to Cassida* below for information on obtaining an RMA.

Working items in LESS-THAN-NEW condition:

Return of items that work properly but are missing their original packaging; are damaged; or are deemed to be in less-than-new condition can be initiated within 30 days following P.O.P. These items are subject to a 20% restocking fee (\$20 minimum) and a 15% product devaluation fee. Missing parts will result in additional charges. Shipping charges to the Cassida warehouse are not covered and RMA is required – see *How to Return to Cassida* for information on obtaining an RMA.

- Once an RMA is issued, returns must be shipped to Cassida within 30 days.
- Partners must request an RMA for any return. Items with no RMA will be sent back to sender.

PROOF OF PURCHASE (P.O.P.)

Referred to in this return policy is the date of consumer purchase for stocking orders, or the purchase order date for drop shipped orders.

PROCESSING

Once an item has been received, Cassida will contact the RMA requester to quote the repair. Once payment is received, Cassida will repair/replace the product and ship it back to the requester. If the quote is not accepted, Cassida shall ship the unrepairable unit back at the requestor's election/expense.

REPLACEMENTS & REFUNDS

If requesting a replacement for a defective unit, please contact our Return department at returns@cassidausa.com or call (888) 800-0303. Cassida pays for shipping of the replacement unit (UPS Ground within 30 days of purchase). Refer to Warranty information above or found at:

<https://www.cassidausa.com/limitedwarrantyanddisclaimer>

All refunds will be issued as credit memos once Cassida has confirmed receipt of the returned unit(s) and return process has been completed.

HOW TO RETURN UNITS TO CASSIDA

Email returns@cassidausa.com to begin the process. Cassida will issue an RMA and email the shipping label to the requester. Once the RMA has been issued, the requester and their end user have 30 days to ship the unit to Cassida.

SHIPPING

Items without an official RMA will not be accepted. These Items will be returned to the sender at their expense. Email returns@cassidausa.com to receive the RMA.

The RMA number needs to be specified on the shipping label. Any merchandise delivered to Cassida without RMA number will be returned to the sender. Please ensure all returns are properly padded and packaged. All returns should be double-boxed to ensure no damage is caused during shipping.

Our return address is:

Cassida Corporation
RMA # XXXXX,
11035 Technology
Place Suite 200
San Diego, CA
92127