Hardware Return Policy:

All hardware returns are subject to the following conditions:

- Hardware returns must be received by our service provider within 30 days from the date or your purchase;
- No returns will be accepted without prior authorization and a Return Merchandise Authorization ("RMA") number
    - **For all returns, please contact the Morris Support Team at 1-888-260-5494 to obtain an authorization and an RMA number;**
    - A notice will be sent to the merchant containing the RMA number and return instructions for the hardware;
    - RMA numbers are valid for 15 days from the date they are issued ("RMA Expiry Date") and hardware returns must be received by our service provider within that timeframe. RMA numbers cannot be extended or re-issued;
    - Hardware returned after the RMA Expiry Date will be refused and returned to the merchant collect;
- Hardware must be returned in its original condition and in its original packaging. All packaging must be returned and cannot be torn or damaged. If the item is not in its original condition or the packaging is torn or damaged, the return will not be accepted;
- Hardware must be returned with all manuals, CD(s), power cables, warranty registration cards and other items included in the original packaging. All manuals and warranty registration cards must be unmarked;
- UPC codes and/or serial numbers are not to be removed from the hardware and hardware packaging. Returns that include hardware and/or hardware packaging without UPS codes / serial numbers will be refused and returned to the merchant collect;
- Refunds do not include any shipping and handling charges shown on the packing slip or invoice; and
- Shipping charges for all returns must be prepaid by the merchant and insured. Merchants are responsible for any loss or damage to hardware during shipment.

Within 4 to 6 weeks of receipt of the hardware by our service provider and provided that the hardware is returned in accordance with the above conditions, we will issue a credit to the merchant's account less a 15% restocking fee (plus applicable taxes). Refunds will be issued using the same method as used to originally purchase the hardware. In the event that you are authorized to participate in a deferred payment plan for payment of the hardware and the hardware is returned in accordance with the above conditions, the 15% restocking fee (plus applicable taxes) will apply to the total amount of the Hardware fee and not the remainder of the fee owing. In the event that you have already been charged for the first month under the deferred payment plan, then the 15% restocking fee will be reduced by the amount of this monthly charge.

Hardware Shipping Policy:

All hardware will be shipped via courier and will arrive to the merchant's location within 3-7 business days from the date it has been shipped.

Items displayed on the website are usually in stock. If an item is not available or is on back order, you will be contacted via email.

When will your hardware for Morris be shipped?

Shipping of hardware that is purchased will depend on the payment method you choose as well as whether you are applying for integrated payment processing with Moneris.

- **Purchase of Hardware without payment processing:**

  If you purchase and pay for the hardware by credit card and your transaction is successfully approved, the hardware is normally shipped to you within 3 -7 business days after the date of purchase.

If you purchase and pay for the hardware directly from your bank account, it will take a minimum of 15 business days after the date of purchase before the hardware is shipped to you. The reason for the delay is to allow Moneris to verify that there are adequate funds in the bank account to pay for the purchase.

- **Purchase of Hardware with payment processing:**

  If you apply for integrated payment processing with Moneris when you purchase hardware for Morris, your hardware order will not be processed until you have been adjudicated and approved by our Credit Department for payment processing.[1] Once approved, your hardware order will be processed and the timeframe for shipment will depend on the payment method selected (see the timeframes above under Purchase of Hardware without payment processing). It could take an additional 3 - 15 business days or longer to receive the hardware.

  Please note: If you apply for integrated payment processing, the PIN pad that is used to process payments will be shipped separately from the hardware and may be received at a different time from the hardware.

Warranty Repair:

- **All-HP Bundles[2] Warranty Repair**

  When you purchase hardware from us, you are entitled to the manufacturer's warranty against defective merchandise. Please see the warranty cards included with your hardware.

- **Peripheral Kit[3] Warranty Repair**

  When you purchase hardware from us, you are entitled to the manufacturer's warranty against defective merchandise. Please see the warranty cards included with your hardware.

  Prior to submitting any hardware for warranty repair, please contact the Morris Support Team at 1-888-260-5494 for support.

  Items returned under warranty will not be accepted without prior authorization and a Return Merchandise Authorization ("RMA") number.

  - **For all returns, please contact the Morris Support Team at 1-888-260-5494 to obtain an authorization and an RMA.**
  - A notice will be sent to the merchant containing the RMA number and return instructions for the hardware.
  - RMA numbers are valid for 15 days from the time they are issued ("RMA Expiry Date") and hardware returns must be received by our service provider within that timeframe. RMA numbers cannot be extended. **If the RMA number expires, you must contact the Morris Support Team to obtain a new RMA.**
  - Hardware returned after the RMA Expiry Date will be refused and returned to the merchant collect.

  If the Morris Support Team determines that the unit should be replaced as opposed to being repaired, a replacement unit will be sent to you by our service provider. You are required to return the defective unit to our service provider within 15 business days of receiving the replacement unit. Shipping costs to return the defective unit will be covered by Moneris. If the defective unit is not returned within the 15 business day period, we reserve the right to charge the merchant for the full cost of the replacement unit.

---

[1] If you are not approved for processing, one of our sales representatives will contact you.

[2] The All-HP bundles consist of the following: HP SmartBuy 15'' LCD Touch Screen Monitor or HP SmartBuy 17" LCD Non-Touch Monitor, HP SmartBuy RP3000 POS 160G 2.0G PC, HP SmartBuy Cash Drawer, HP SmartBuy Single Station Receipt Printer, HP SmartBuy Barcode Handheld Scanner, and HP SmartBuy Keyboard / Mouse Kit.

[3] The Morris Peripheral Kit consists of the following: Star Micronics TSP143U Thermal Receipt Printer, Metrologic MS9590 Gun Style USB-K F Scanner, and MMF VAL-U C- 24V Dual Media Cash Drawer.