

# Warranty and Return Policy

Effective: December 2016

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## Overview

Card Concepts Inc. provides a warranty to all LaundryCard and FasCard systems, effective from the date of installation. Warranty periods vary by product - all other warranty conditions apply to both LaundryCard and FasCard products. Details on product warranty duration can be found in the product sections below. This page is intended to provide the user with information regarding the warranty fulfillment process. Warranty fulfillment requests may be initiated using the [Customer RMA Request Form](#).

## Warranty Fulfillment (RMA) Policy

**Disclaimer:** Card Concepts Inc. strongly recommends contacting Technical Support to troubleshoot system issues before returning any equipment. Any returned equipment that has not gone through the Technical Support process that is found to be functional may be returned to the sender at their expense with no credit given. Any product found to be damaged through intentional misuse, abuse, or negligence may not be eligible for warranty. When contacting Technical Support for troubleshooting assistance, obtain a case number to verify troubleshooting occurred before requesting an RMA.

A Return Merchandise Authorization (RMA) is required to return products to Card Concepts Inc. for processing. Warranty parts may be replaced through an authorized distributor or may be purchased with a credit card. If purchased directly, a credit will be processed when the hardware to be returned is received and verified to be non-functional.

## Information Required for Return Merchandise Authorization

1. Store number
2. Part number
3. Serial number
4. Invoice or Sales Order number
5. Problem description and duration

## Merchandise Return Procedure

- Card Concepts Inc. will ship warranty items by ground. Expedited shipping is available upon request at the customer's expense.
- Sender is responsible for items until delivery - Card Concepts Inc. recommends using an insurable carrier for all returns.

- All merchandise to be returned must be shipped within 30 days or the warranty claim will expire.
- Any unauthorized merchandise returned to Card Concepts Inc. may be returned to the sender at their expense.

The recommended return procedure is outlined below.

1. Contact Technical Support to troubleshoot equipment.
2. If equipment is deemed faulty/failed, verify warranty status with Technical Support.
3. Gather information required for RMA (detailed above).
4. Select return request type (detailed above).
5. Request RMA and process payment as required, or contact distributor to process RMA.
6. Return product in appropriate packaging, clearly labeled with RMA number on exterior, within 30 days.

### Types of Return Request

<b>Warranty Replacement</b>	This request is used for non-critical hardware. The customer will ship the defective unit to Card Concepts Inc. and a functional unit will be returned upon receipt.
<b>Warranty Credit</b>	This request is used for critical hardware and requires an up-front purchase via credit card or distributor purchase order.
<b>Restock Item</b>	This request is used to return an item for credit without replacement. (Example: A customer purchases a spare reader to have on hand but decides to return it within warranty period, having never been used.)

### Replacing Post-Warranty Equipment

Post-warranty equipment replacement requires an order to be placed through an authorized distributor.



### LaundryCard: Product Warranty Overview

Returned equipment will be replaced with rebuilt/refurbished equipment unless otherwise specified.

All LaundryCard systems have a 2 year, non-renewable warranty from date of installation. This warranty includes the following equipment:

- Replacement of failed hardware including:
  - X-Changer (and associated components)
  - LaundryCard Readers (New and Rebuilt)
  - Network components provided by Card Concepts Inc.

Replacement equipment provided by Card Concepts Inc. has the following warranty:

- Rebuilt LaundryCard readers - 2 years from date of purchase
- All other LaundryCard equipment - 1 year from date of purchase
- Refurbished/Rebuilt non-reader equipment - 90 days from date of purchase



## FasCard: Product Warranty Overview

FasCard F1 Wireless Readers replaced within the first 9 months of their warranty will be replaced with new readers. Readers in the final 3 months of their warranty may be replaced with rebuilt/refurbished units. Other returned equipment will be replaced with rebuilt/refurbished equipment unless otherwise specified.

F2: FasCard Touchscreen Readers have a 2 year overall warranty but are subject to the same restrictions outlined above for the F1 Wireless Readers.

The following FasCard systems have a 1 year (from ship date) warranty per part. This warranty includes the following equipment:

- [F1: FasCard Wireless Reader](#) (New and Rebuilt)
- Add Value and Touch Kiosks
- CMR (Cellular Modem Router)

The following FasCard systems have a 2 year (from ship date) warranty per part. This warranty includes the following equipment:

- [F2: FasCard Touchscreen Reader](#) (New and Rebuilt)
- FasCard Satellite

Replacement equipment provided by Card Concepts Inc. has the following warranty:

- New equipment - 1 year from date of purchase unless otherwise specified above
- Refurbished/Rebuilt non-reader equipment - 90 days from date of purchase, unless otherwise specified above

## Related Pages

- [Technical Support Policy](#)