



Repair Terms and Conditions 2011.

Annual Contract: Covers component failure, normal wear and tear, and usage. Normal usage is defined as usage within the defined specifications of the manufacturer for moisture, pressure, shock, temperature and voltage. Equipment must be in working condition prior to placing on contract. Items not covered by the contract will be charged at time and material rates. Customer will pay shipping to our location and we will pay return shipping UPS ground within the lower 48 states. Customer will pay for faster return shipping methods if required.

Flat Rate: Equipment covered by flat rate will be subject to agreed upon terms prior to the equipment being sent into Barcode Re-Sourcing. Flat rate typically covers all component failure(s) and typically does not cover abuse.

Time and materials: All items that come in are evaluated, repaired and quoted based on the amount of time needed as well as the cost of parts. Items that may still function but are worn or broken (to the extent that the integrity of the equipment is not compromised) will be noted as 'Optional' repairs, where as all other items noted are considered to be important to the integrity of the equipment. The customer can customize their repair by picking and choosing which components get repaired.

General Terms and Conditions:

- Shipping to Barcode Resourcing and back is to be covered by the customer unless otherwise arranged. We ship using UPS and FedEx, We welcome customer account numbers to cover shipping charges.
- Typical time line for repair quote is 5 business days from receipt of equipment and typical turn around is 1 to 2 business days from receipt of PO, both are subject to change due to parts availability and scheduling.
- Most repairs are completed using USED or non-OEM parts at a cheaper cost, which is passed onto the Customer, without sacrificing quality and durability.
- There is a minimum service fee for each piece of equipment of \$65.
- Please contact us for our current labor rates.

Required Customer Information:

Return address:

Billing address:

Contact name and email address:

Contact phone number:

Service requested:

(Annual, Flat Rate, or Time and Materials)

Please Ship Items To Be Repaired To:

Barcode Re-Sourcing, Inc

1414 Meador Ave #104

Bellingham, WA 98229

Attn: Repair Department