

Return Material Authorization (RMA) Policy
(November 1, 2024)

QSR's standard policies provide our customers and partners with the opportunity to return any QSR product for any reason within 30 days of shipment, whether or not the product has been opened.

NOTE: Hardware must be returned within the original packaging and with all originally shipped components (including items such as power supplies, cables, stands, etc.). All returns to QSR must first be authorized by obtaining a Return Material Authorization (RMA) from QSR within 30 days of shipment of the product.

- This policy ensures a credit on the customer or partner account less a 15% restocking fee upon receipt of the returned device within 10 business days of the RMA being issued by QSR.
- This credit can be altered into a refund if the account is current.

To ensure the highest customer and partner satisfaction with QSR's hardware, we also offer limited warranties on most QSR hardware, as well as a simple return process when repairs are needed. As part of our commitment to quality, we offer an easy and expedited cross-shipment of replacement hardware within the continental United States for issues that may occur with a QSR device within 45 days of purchase. *See Exhibit B QSR Cross Shipment Policy.*

Information on specific hardware warranty periods is included in the device spec sheet and can be downloaded from our website. [QSR Controller Spec Sheets](#)

In addition to warranty repairs, customers and partners may choose to return QSR hardware products to QSR that need out-of-warranty billable repairs.

All returns to QSR for hardware repair must first be authorized by obtaining an RMA from QSR Technical Support.

QSR will inspect and test all returned hardware to determine the warranty status of any needed repairs as well as any associated repair costs for out-of-warranty repairs. For repairs found to be covered under warranty, the repair will be immediately completed at no charge to the customer or partner. For any billable repairs, QSR will perform the work once the customer or partner has provided a purchase order for the associated repair charges.

Out-of-warranty hardware that is not repairable, or hardware found to be in working order will be returned to the customer or partner if requested, a testing and diagnostic fee will apply. To avoid unnecessary returns, QSR recommends using the published QSR Hardware Troubleshooting Guides (which are available through QSR Client Services and QSR Technical Support), as well as contacting QSR Technical Support for assistance in troubleshooting the hardware problem.

Return Process

All returns to QSR must be authorized by first obtaining a Return Material Authorization (RMA). Refer below for an overview of QSR's return and repair process.

Step 1: Obtaining a Return Material Authorization (RMA)

Requests for RMA numbers are made by contacting QSR Technical Support:

Phone: 502-297-0221, ext. 6

Email: Support@QSRAutomations.com

Information required when requesting an RMA number includes:

- Product information, including model number and serial number
- Description of the problem for each product
- Contact name, phone number and e-mail address for the person responsible for managing the RMA
- Return address (for return shipment of repaired product)
- Billing address (for any charges that may be applicable)

Step 2: QSR issues an RMA

QSR will respond to the original purchaser in the same way the request was received, providing an RMA number for approved returns.

Step 3: Customer or partner returns product to QSR

Customer or partner should return the product to the appropriate address, as instructed by Support in Step 2 above:

QSR Automations, LLC.

2710 Buddeke Dr.

Louisville, KY 40206

ATTN: RMA # _____

QSR AI, LLC

Observer House, Caxton Way

Watford, Hertfordshire WD18 8RJ

ATTN: RMA # _____

Please include in the box a detailed listing of all products being returned, including:

- quantity, QSR product code
- any associated vendor part number
- product serial number
- required date
- return shipping information
- purchase order number (if applicable).

RMA's that are not received by QSR within 30 days of issue date will be closed.

Step 4: Returned devices are inspected, results are reported, and any repairs are completed.

QSR will inspect and/or test all returned products via normal procedure. At this time, QSR will make a determination as to the warranty status of any needed repairs, as well as any associated repair costs for out-of-warranty repairs.

The results will then be communicated to the customer or partner in the same manner as the original RMA request was received by QSR.

For products found to be covered under warranty, the repair will be immediately completed at no charge to the customer or partner. QSR will ship the repaired product back to the customer or partner via ground shipment at QSR's expense for any address within the continental United States when shipped from QSR Automations, LLC. or any address within the UK when shipped from QSR AI, LLC. Return shipments from QSR Automations, LLC. sent outside of the continental United States and return shipments from QSR AI, LLC sent outside of the UK will require approval or prepayment of the freight charges.

For any billable repairs, QSR will not perform the work until the customer or partner has provided:

A purchase order reflecting the correct repair charges and the associated shipping charges that will apply when returning the repaired product back to the customer or partner. *See Exhibit A – REPAIR FEES FOR QSR HARDWARE AND NON-QSR HARDWARE for estimated repair and No Defect Found Fees.*

- If the customer or partner is not approved for payment terms, prepayment of the purchase order is required.
- Based on receipt of payment or a purchase order (or other accepted written approval at QSR's discretion), the out-of-warranty product will be repaired and returned to the customer or partner.

Out-of-warranty hardware that is not repairable or hardware found to be in working order will be returned to the customer or partner if requested, a testing and diagnostic fee will apply. The customer or partner is responsible for the shipping charges.

NOTE: A testing and diagnostic fee will apply for products found to be out-of-warranty and not repairable.

Hardware found to be in working order does not require a request for it to be returned. Only out of warranty, unrepairable hardware. The testing and diagnostic fee applies to both but not to the need to request it be returned.

The customer or partner will be asked to provide:

- A purchase order (and prepayment if terms are not already established) for the testing and diagnostic fee as well as shipping charges before QSR returns the product to the customer or partner.

The customer or partner will have 30 days to respond to QSR once QSR makes a request for approval to complete any out-of-warranty repair work, or to return out-of-warranty products that are not repairable, or to return products found to be in working order.

- Any RMA for which QSR does not receive a response within 30 days will be absorbed by QSR.

Step 5: Products are returned to the customer or partner.

As stated above, QSR will return all warranty repairs to the customer or partner via UPS ground shipment at QSR's expense.

Other repaired products will be returned to the customer or partner via UPS ground shipment at the customer's or partner's expense. Additional shipping methods are available.

Any products that have an associated repair or testing and diagnosis fee will be returned only if QSR has payment or a matching purchase order from the customer or partner. If an RMA has both in warranty repair items and billable repair items, the payment or purchase order for the entire RMA must be received before any repaired product is returned to the customer or partner.

Repaired products will carry a 60-day warranty against defects from the date of repair or for the remainder of the warranty period for that product, whichever is longer.

All returns shipped by QSR will reference the RMA number.

Product Repair Lead Times

Below are QSR's standard lead times for completion of repairs. QSR will always strive to provide the shortest possible lead times. Lead times are based on the quantity of products returned. Due to availability of parts, repair times are subject to change without notice. Customers or partners will be notified in advance of any delays.

PRODUCT	QUANTITY			
	1-50	51-100	101-150	151+-500
KP-7500 Bump Bar	1 week	2 weeks	4 weeks	4 weeks
KP-9000 Wireless Bump Bar	1 week	2 weeks	4 weeks	4 weeks
DE-4100 & DE-4200 xCeed Kitchen Controller	1 week	N/A	N/A	N/A
Power Supply In-Warranty Replacements	1 week	N/A	N/A	N/A
Kitchen Armor AIO	2 weeks	3 weeks	4 weeks	*
Elo Backpack & AIO	1 week	2 weeks	4 weeks	*
HP Engage Flex Mini	2 weeks	3 weeks	4 weeks	*
HP Thin Client	2 weeks	3 weeks	4 weeks	*

*Please contact QSR for lead time quote.

EXHIBIT A – REPAIR FEES FOR QSR HARDWARE AND NON-QSR HARDWARE

QSR’s current available repair services and associated fees are set forth in this Exhibit. If the repair cost exceeds the repair fees, the repair will automatically fall in the next higher level repair. This Exhibit is governed by the terms and conditions of the Agreement.

Product	Repair Fee	Repair Description
KP-7500 Keypad		
Testing and Diagnostics	\$50.00	No Issue Found / Not Repairable / Customer Chose Not to Repair
Repair-Level I	\$75.00	Top with Membrane Replacement
Repair-Level II	\$95.00	Board Replacement Only
KP-9000 Keypad		
Testing and Diagnostics	\$50.00	No Issue Found / Not Repairable / Customer Chose Not to Repair
Repair-Level I	\$75.00	Top with Membrane Replacement
Repair-Level II	\$115.00	Board Replacement Only
DE-4100 xCeed Controller *		
Testing and Diagnostics	\$50.00	No Issue Found / Not Repairable / Customer Chose Not to Repair
Repair-Level I	\$75.00	Firmware Update includes 8GB SD Flash Card
HP Thin Client Controller		
Testing and Diagnostics	\$125.00	No Issue Found – Device restaged and returned to Customer / Customer Chose Not to Repair
Out of Warranty Repairs	Per Quote	Invoiced per Quote from Manufacturer – Requires Customer Approval
ELO Series 4.0 Android AIO**		
Testing and Diagnostics	\$125.00	No Issue Found – Device restaged and returned to Customer / Customer Chose Not to Repair
Out of Warranty Repairs	Per Quote	Invoiced per Quote from Manufacturer – Requires Customer Approval
ELO I-Series AIO (Windows OS)**		
Testing and Diagnostics	\$125.00	No Issue Found – Device restaged and returned to Customer / Customer Chose Not to Repair
Out of Warranty Repairs	Per Quote	Invoiced per Quote from Manufacturer – Requires Customer Approval
ELO Series 4.0 Android Backpack		
Testing and Diagnostics	\$125.00	No Issue Found – Device restaged and returned to Customer / Customer Chose Not to Repair
Out of Warranty Repairs	Per Quote	Invoiced per Quote from Manufacturer – Requires Customer Approval
Kitchen Armor AIO**		
Testing and Diagnostics	\$125.00	No Issue Found – Device restaged and returned to Customer / Customer Chose Not to Repair
Out of Warranty Repairs	Per Quote	Invoiced per Quote from Manufacturer – Requires Customer Approval
HP Engage Flex Mini		
Testing and Diagnostics	\$125.00	No Issue Found – Device restaged and returned to Customer / Customer Chose Not to Repair
Out of Warranty Repairs	Per Quote	Invoiced per Quote from Manufacturer – Requires Customer Approval

*Device is EoL – Not eligible for Out of Warranty Repairs except for replacement SD Flash Card

** Applies to all available sizes

EXHIBIT B – QSR CROSS SHIPMENT GUIDE

QSR Automations is dedicated to the satisfaction of our customers and partners, and we appreciate the opportunity to resolve issues that may make it past our extensive quality assurance process and into the field.

As part of our commitment to quality, we offer an easy and expedited cross-shipment of replacement hardware within the continental United States for issues that may occur with a QSR device within 45 days of purchase.

CROSS-SHIPMENT REQUIREMENTS:

- For failures that are reported within the first 45 calendar days from shipment, QSR will send out a replacement device for delivery within 2 business days within the continental United States to the customer or partner. The customer or partner may choose to pay for overnight air or Saturday delivery.
- Shipments outside of the continental United States may be provided with written approval or prepayment of the freight charges.
- The shipment must be initiated through QSR Technical Support who will provide return shipping instructions.
- The customer or partner must then return the device that is experiencing issues to QSR, at QSR's expense, within 10 calendar days.
- To complete the shipment, the customer or partner must first approve in writing any charges that may result if the returned device is determined to have an out-of-warranty issue or if the replaced device is not returned to QSR within 10 calendar days. Please note that if the replaced device is not returned to QSR within 10 calendar days, the customer or partner will be charged for the replacement unit as well as related freight charges for the cross shipment.

CROSS-SHIPMENT PROCESS:

STEP 1: Verify the shipment date of the device

Requests for cross-shipment can be made for any device that has been shipped by QSR within 45 calendar days. If you are unsure of the shipment date, the date can be verified by QSR RMA based on the serial number of the device.

STEP 2: Contact QSR Technical Support to request a cross shipment

QSR Technical Support will perform a complete diagnosis, ensuring that the issue cannot be resolved remotely. Firmware updates and operating system updates can be completed in the field without the need for a replacement shipment. QSR Technical Support will also make a best effort to determine that the issue is not caused by a problem that is not covered under warranty. (Please note that environmental damage such as that from a power surge or excess moisture are not easily diagnosed remotely, and if found to be the cause of the issue are not covered under warranty.) This diagnosis service is free of charge for any approved cross shipments.

STEP 3: QSR Technical Support authorizes cross shipment and transfers to QSR RMA

QSR RMA will gather all information needed to issue an RMA number. This includes a detailed listing of all devices being returned, including quantity, QSR product code, any associated vendor part number, device serial number, and return shipping information.

STEP 4: Customer or Partner returns authorization for any billable charges to QSR

After collecting all information needed for the cross-shipment, QSR RMA will send an e-mail to the customer or partner contact that provides information for the cross-shipment process and requests authorization for any billable charges. Prior to completing the cross-shipment, the customer or partner must return this e-mail with written authorization for any charges that may become billable.

BILLABLE CHARGES INCLUDE:

- If QSR does not receive the device being returned within 10 calendar days, the customer or partner agrees to pay for the replacement device at their standard rates plus related freight charges for the cross shipment.

- Once the device is returned, if it is determined that the repair is not covered by warranty or if no defects can be found with the device, the customer or partner agrees to pay for the replacement device at their standard rates, as well as any diagnosis and repair fees and the freight charges associated with the cross shipment.
- QSR will have the replacement device delivered within the continental United States in 2 business days. The customer or partner is invited to further expedite the shipment for overnight air or Saturday delivery at the customer or partner expense. Shipment outside of the continental United States require written approval or prepayment of all freight charges.

STEP 5: QSR will complete the shipment of the replacement device

Upon receipt of the customer or partner authorization, QSR RMA will provide the customer or partner with the RMA Number and expected delivery date of the replacement device.

Authorizations received by 12:00 pm ET will be processed the same day for delivery in 2 business days (if within the continental United States) - unless further expedited by the customer or partner via written approval.

QSR will make best efforts to process all authorizations received between noon and 3:00 pm ET on the same day. Same day shipments may be affected by QSR's daily shipment volume as well as the quantities required for the cross shipment.

If within the continental United States, QSR will cover the freight charges for the shipment, and the shipment will include return paperwork so that the customer or partner can return the device to QSR at QSR's expense. This paperwork includes a return label addressed to QSR as well as instructions for packaging the device being returned within the same box and then contacting UPS to arrange the pickup.

STEP 6: Customer or Partner returns down device to QSR

Customer or partner is responsible for ensuring that the restaurant packages the down device in the same box as the replacement device was shipped, then applies the shipping label and contact UPS to arrange the pickup. If outside the continental United States, the restaurant must make and pay for shipping arrangements.

Unless approved in writing in advance, devices being returned under this program must be received by QSR within 10 calendar days. If the replaced device is not returned to QSR within 10 calendar days, the customer or partner will be charged for the replacement unit as well as related freight charges for the cross shipment.

STEP 7: Returned devices are inspected and results are reported

QSR will inspect and/or test all returned devices via normal procedure. At this time, QSR will make a determination as to the warranty status of any needed repairs and the repair costs for any out-of-warranty repairs. The results will then be communicated to the customer or partner.

STEP 8: QSR closes out the cross-shipment

QSR will then close out the cross-shipment.

If any billing is applicable (for devices not returned within 10 calendar days or for out-of-warranty repairs), QSR will communicate with the customer or partner and will provide an invoice. In these instances, the invoice will also include related freight.

This invoice is due via the customer's or partner's established payment terms, or immediately upon receipt if payment terms have not been established.