



“Ryzex consistently delivers excellent service, meeting turnaround times and providing accurate invoicing.”

-Purolator Courier LTD.

Thanks for choosing Ryzex! Ryzex offers multiple solutions to end-users, VARs, manufacturers and other service organizations.

When working with Ryzex, please remember these important details:

TURNAROUND TIMES

Turnaround times are expressed in working days, excluding holidays and weekends, and start on the day after receipt of the equipment. Turnaround times are based ONLY on days in the Ryzex repair depot; shipping time is NOT included in the turnaround time.

EXPEDITED NON-CONTRACT REPAIRS

For expedited repairs, an additional cost per unit will be charged (\$50 for scanners; \$75 for terminals and portable printers; \$100 for non-portable printers). The Technical Group must approve all expedited repairs prior to receipt of the equipment. Turnaround time for expedited repairs is 3 working days in the depot after date of receipt.

PURCHASE ORDERS

A hard copy purchase order issued to Ryzex is required for all customers approved for terms. If the customer has not been approved for terms, this must be done prior to receipt of equipment at the depot. Purchase orders for service can be made out to “Ryzex Inc.”

WARRANTY

All repairs have a 30-day warranty. An RMA (Return Merchandise Authorization) is required to return equipment as a warranty repair. You may call your Ryzex Account Manager or Customer Service Administrator to obtain the RMA.

SHIPPING

Shipping costs to get broken equipment to the Ryzex repair depot are handled by the customer; Ryzex will pay the return shipping costs to the customer. We ship via ground freight. Expedited shipping will be billed accordingly, or you may provide us with a shipping account number. Special shipping requests must be noted on the purchase order.



Ryzex provides data collection and mobility solutions. We **advise** and implement the best solution, keep it running for maximum **uptime** and supply data for business **insight**.

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