

# **Sigma Software Solutions, Inc. Return Policy**

(Taken from Sigma Software Solutions, Inc. End User License Agreement)

- Returns shall only be considered for purchases less than 30 days old.
- All return goods shall be in re-saleable condition and represent goods we either currently stock or can return to our supplier for credit. We reserve the right to reject non-conforming goods.
- All software licensing fees are non-refundable.
- A deduction of 25% of the cost price will be applied as handling and restocking charges to all returned hardware items that are not packaged in their original packaging. If original packaging is included the restocking fee will be reduced to 15%.
- If goods are shipped via common carrier, returnee shall be responsible for all freight costs and risk of loss in transit. Goods shall not be considered accepted for return until we have received, inspected and approved said goods at our place of business.
- Returned goods must be invoiced and are subject to inspection and return approval before shipment to us.
- After approval, payment shall be sent via common carrier within a period of four to six weeks.