



Our goal at Best Products is to meet each order with the highest level of customer satisfaction. To ensure a proper warranty claim, return or exchange, we've established guidelines to make the process quick and easy. Please carefully read our policy. If you have any questions, do not hesitate to call us at 516-352-2707 during normal business hours M-F 8-4:30 Eastern Time!

### Shipping Damage

**ATM Shipping Damage – Always write “Suspect Damage, Subject to inspection” when you sign for every ATM- No Matter What!**

Unfortunately, from time-to-time ATMs are damaged in shipping. We are sorry in advance. Should you receive a damaged ATM Machine- Do not panic. We will file any necessary freight claims and replacement requests from the carriers and manufacturers. **To help in this process, please do not refuse shipment! WRITE “SUSPECT DAMAGE” When you sign for the ATM.** Contact Best Products at 516-352-2707 **as soon as possible.** Do not dispose of any packaging or shipping documents. Pictures are required by the freight carriers for proof of shipping damage. Please take as many pictures as possible to document damage incurred during shipping. Email these pictures, along with an explanation of damages and an Invoice number to [service@bpsands.com](mailto:service@bpsands.com) and we will proceed with the damage claim. Once approved, a replacement ATM will be shipped out to you immediately, and the damaged ATM will be picked up in a timely fashion. Please keep the original packing materials. The Damaged ATM must be placed on its original pallet to be returned.

### For All Other Products

Please inspect your order **at the time of delivery.** It is the responsibility of the customer to ensure that all items are accounted for and in proper order before signing for a delivery. If your product is damaged during shipment, you have the option to refuse delivery. Should you choose to refuse delivery, please contact us at 516-352-2707 to arrange refund or replacement product to be sent to you. If only part of your order is damaged or lost during shipment, you may choose to accept the order. Please note the damage and contact us for replacement of damaged or lost items. Any product returned according to these guidelines is eligible for refund and replacement. Any refund issued may be in the form of in-store credit or direct credit to the original method of payment.

Warranties

### Warranty Information

#### ATM Warranty

See [Retail ATM Warranty Information](#)

#### 90 Day Bill & Coin Counter Warranties

All money counters come with a 90-day parts and labor warranty unless otherwise specified. The item must be returned to us, and we will repair it or replace it at no charge. Cleanings, Water Damage, Customer Abuse, Rodent Damage, Spills, and Dropping the machine are not covered under warranty. You are responsible for getting the machine to us and responsible for return shipping or local pickup. If shipping we recommend insuring your machine for the purchased value, and all return shipping will be inclusive with insurance for the purchased value. Certain model machines may come with a longer warranty- up to one year. This will vary depending on the product. Please consult customer service for more warranty details for your particular purchased product.

### Incorrect Shipments

If you receive your order in error on our part, please contact us at 516-352-2707 **within 10 days** to arrange proper shipment of your order at no cost to you. Any returns or exchanges made for reasons other than those listed above must be requested **within 10 days of original order** and are subject to applicable 20% restocking fees and shipping and handling charges. Please note that items must be returned in the same condition they are received.

### Return and Exchanges

You may request to return or exchange a NON ATM item within 10 days of the original date of order. The returned item must be new, unused, and in its original packaging. NO EXCEPTIONS. As you know Best Products only sells new equipment. Therefore a 20% restocking fee applies to all returns and exchanges as well as all applicable shipping and handling charges. If the returned item is not in its original packaging, or has been damaged or used- No credit will be given and the item will be returned to you. Special Order Items are Non Returnable.

ATM Machines may not be returned or exchanged except in the circumstances outlined under Damaged Shipments or Incorrect Shipments above.

### Cancellation

You may cancel your order prior to it shipping at any time. Once the product ships, your right is forfeited. If you ordered online and paid via Credit Card or Pay Pal, you will be refunded minus a 3% processing fee. **This fee is to cover part of the processing cost we have incurred to process your transaction.** If you paid via ACH, Cash or Wire transfer you will be refunded in full. Special Order Items are non cancellable.

**Any questions, please contact us during business hours at 516-352-2707 or email [service@bpsands.com](mailto:service@bpsands.com). Thank you!**