

Wellspring Software's GUARANTEE & RETURN POLICY for Paper Stock & MICR Toner Cartridge Sales

Wellspring Software sells quality products for use with your accounting needs. We will replace any Wellspring Software product found to be defective in workmanship or materials. While Wellspring Software takes care in the manufacture of such products, it is commercially impossible to detect all errors and imperfections. Therefore, no other warranty is given.

If you plan to return an item, please call our office at 636-527-6100 to get an RMA #, so we can ensure proper payment/credit.

Wellspring Software is committed to providing our customers with a quality product and the best possible service. Please let us know how we can improve or for further explanations on our return policy by emailing: sales@wellspringsoftware.com.

Software/Service Contract Return Policy

All sales are final.

Toner Warranty

If the manufacturer is unable to duplicate or discover a problem with the toner, the customer assumes the cost of the replacement or original shipment if no replacement was ordered. Please include a sample of the output illustrating the problem when returning a cartridge for examination. Cartridges that are nearly empty (with 25% or less toner remaining) are excluded from the warranty. This warranty does not cover cartridges which have been altered, damaged, stored incorrectly (do not expose the cartridge to light or dust), have labels stuck to the drum, or subjected to abuse or abnormal operation.

Toner Return Policy

Customers may return unopened/shelf condition MICR toner cartridges purchased directly from Wellspring Software within 30 days of the invoice date for a refund, less shipping and a 15% restocking fee, in the same form of payment originally used for the purchase. If the pull-tab on the toner cartridge has been removed or pulled, the toner cartridge does not qualify for a refund.

Paper Stock Return Policy

Customers may return unopened/shelf condition 1,000 count/shrink wrapped boxes of paper stock purchased directly from Wellspring Software within 30 days of the invoice date for a refund, less shipping and a 15% restocking fee, in the same form of payment originally used for the purchase.*

* Note: If any product is returned and it is not in re-sellable condition, no refund will be issued. The credit amount will be based on the quantity discount received on the original order. The customer assumes the cost to ship the merchandise back to Wellspring Software and must insure their product against damage/loss. If the returned item is lost or damaged in shipping, the customer must file a claim with the freight carrier and Wellspring Software will not issue a credit for the merchandise.