



## Business Systems, LLC

4246 Luna Pier Rd., Suite B  
Luna Pier, MI 48157  
Phone:(734)848-0006  
www.altcopier.com

**Canon**  
AUTHORIZED DEALER

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### Return Policy

1. All returns made to ACR Business Systems, LLC should be accompanied by a proof of payment such as a Sales Receipt or a Signed Proof of Delivery slip and a Sales Invoice. All items to be returned will be assessed a 15% Restocking fee and must be in resalable condition. Please do not write RMA numbers on outside of original boxes, as the product needs to be in resalable condition to receive credit. All items must be returned to ACR Business Systems, LLC within 30 days of item receipt to receive a Refund or Replacement. No item will be refunded or replaced after 30 days.
2. Items deemed to be defective or damaged, and verified as such by ACR Business Systems, LLC via product testing. All Defective products will be tested and a credit issued if it does not meet the manufacturers specifications. Any product received and deemed to be Empty will not be refunded or credited in any way. All items must be returned to ACR Business Systems, LLC for testing within 30 days of item receipt to receive a Refund or Replacement. No item will be refunded or replaced after 30 days.
3. Any incorrect or missing items will be shipped and replaced at the expense of ACR Business Systems, LLC. Incorrectly shipped items must be returned and received by ACR Business Systems, LLC within 30 days of original receipt.
4. Refunds will be issued in the same manner for which the items were paid for. Credit Card returns will be refunded only to the Credit Card used in the original purchase. All purchases made via Check or EBT will be refunded no less than 14 days after the date of original sale, and will be refunded via a mailed check.
5. Items damaged in shipment must have a Shippers Damage Claim filed immediately upon receipt, which can be verified by ACR Business Systems, LLC with listed shipper. Damage must be reported to ACR Business Systems, LLC immediately upon receipt of products, and RMA authorizations will be issued for items that meet the above listed criteria and appropriate credit/replacement shall be issued.
6. We reserve the right to modify this return policy at any time, as seen fit by ACR Business Systems, LLC.
7. When contacting ACR Business Systems, LLC please be prepared to provide the following information:
  - A. Your Account Name or Number
  - B. Our original Invoice Number
  - C. Quantity to be returned
  - D. Manufacturer's Part Number
  - E. Reason for Return