

BarTender Returns and Exchanges (RMA)

Our Policy

Only new Application License software purchases that may also include printer add-ons, and Maintenance and Support can be returned within 30 days. All purchases of Maintenance and Support applied to existing software and printers are final and not eligible for refunds.

Return Process

A request to return BarTender must be emailed to the appropriate Order Administration Department for your region. Please refer to the contact us section of our website.

For the Return Merchandise Authorization (RMA) to be processed:

- Requests must include the 16-character Product Key Code (PKC)
- Licenses must show a status of Deactivated (Deactivation Instructions can be found here)

If your request meets the stated requirements above, the Orders Administration Department will process the request within four (4) business days and submit the RMA record to our Accounting Department for completion and financial credit. The issuance of a credit note may require four (4) additional business days to process.