Lease Returns:

|  |  |  |
| --- | --- | --- |
|  | **Return Policy:**  |  |

Refer to the Texas DIR Contract # DIR-CPO-4435 Terms and Conditions outlined

in the DIR Website

* For State Agencies, please refer to the Master Operating Lease Agreement (MOLA) Appendix D
* For Political Subdivisions, please refer to the Master Lease Agreement (MLA) Appendix E

All products have a 90-day manufacturer’s warranty for defective parts. If the product cannot be repaired or replaced during this 90-day period a new product will be shipped to replace the damaged item(s). The old item(s) will be picked up by Ricoh at the time of delivery of the new item(s).

If the wrong product is shipped to a customer, Ricoh will pick up the items once we are notified. The customer will only be responsible for notification.

If you have any questions or concerns regarding our pickup process, please contact Bill Finke.

Bill Finke Area Manager

State & Local Government

505-681-1728

Bill.Finke@ricoh-usa.com