

Adapx Return Authorization Policy

Adapx wants to be sure that you are completely satisfied with your Capturx purchase. If you are not completely satisfied, all items returned within 30 days of the original date of shipment are eligible for a full refund of the original purchase price, less shipping costs. Items returned within 31-60 days of the original date of shipment will be subject to a 20% restocking fee.

Prior to returning products, customer must obtain an RMA number as issued by Adapx. This can be done by contacting our main Seattle office at (206) 428-0800 during normal office hours, 8:00AM - 4:30PM Pacific Time, or by emailing sales@adapx.com.

RMA numbers:

Email sales@adapx.com to request an RMA number, subject line: "Capturx RMA Request"

Please include the following details in the body of your email: Full Name, Company, Phone, Email, Product Returning, Order #, Reason for Return, and any Additional Notes.

Return Packages to:

Products must be mailed to Adapx at 2127 Fifth Avenue in Seattle, WA 98121-2510. Items received without an RMA number clearly visible on outside of the package will be refused by Adapx and not considered eligible for refund.

Shipping Costs:

Shipping costs for all returns for reasons other than product malfunction shall be borne by the customer. The retail value of any components not returned to Adapx will be deducted from the refund amount. Products must be received in working order, as determined by Adapx. Adapx assumes no responsibility for lost shipments or damage in transit. Please pack material in the original shipping box or a reasonable facsimile to ensure no damage in transit.

Refunds:

Refunds shall be made in the same form as original payment, whether check, Visa, Mastercard, American Express or Paypal.

Since customer satisfaction is important to Adapx, we would also appreciate any feedback about Capturx:

CustomerFeedback@adapx.com