

Return Policy

Return Policy for the US & Canada

At Tango, we do everything we can to ensure you are happy with your purchase, but we know that sometimes a product is just not right. We've made our return policy as easy as possible.

Please see the full POS Equipment Agreement below.

Please note: If you did not receive the items that you ordered or are missing items that were supposed to come with your hardware, please reach out to the Tango support team at support@tangohq.com or via the contact page here. We can only process these requests within 30 days after delivery.

Requirements

Within 30 Days - You must request a return within 30 days of the product being shipped to you. Returns must be shipped back to our warehouse within 7 days of receiving your return label.

Includes original packaging and product in new condition - Any returned product(s) must be returned in all of their original packaging, and in like-new condition. Tango may reject the returned product if there is damage to the product and/or product packaging.

If a product is deemed unfit for return, Tango will notify the customer that the return has been rejected and no refund will be issued to the customer.

We are not responsible for risk of loss or damage for returning a product during shipment. We only offer free return shipping in Canada and the Continental US. International shipments must purchase return postage to process a return.

Due to the nature of physical gift cards we are unable to offer any returns/refunds on gift card orders once they have been printed. If a card order has moved to the proofing stage but not printed, a \$15 charge will apply, which will be taken from the refund provided.

Instructions

As long as your return adheres to the requirements described above, please reach out to your designated Tango representative to proceed with your return.

We will receive and review the products you have returned. If the returned products have met all of our return policy requirements, we will process the refund and send you a confirmation email. We are only able to credit the original credit card used to make the purchase. Please allow up to 8 business days for this process.

If you have any questions or concerns about making a return, feel free to contact the Tango support team at support@tangohq.com or via the contact page here.

Equipment Agreement

These terms apply to the purchase of Tango POS hardware products. By placing an order for POS hardware, you accept and agree to the terms of this agreement.

Availability

Every effort is made to maintain sufficient stock of all the products we offer. Potential inventory shortages at our distributor may impact our ability to fulfill an order. We reserve the right to cancel an order if we are, for any reason, unable to fulfill the order requirements. If we are unable to fulfill an order, we will notify you by email.

Shipping

Inventory shortages or other fulfillment issues may cause delays. Your order is shipped using a carrier that we have selected. We cover the shipping fee as long as the shipping address is located in the Continental US. Once you place your order on our online store, we will provide you with an estimated delivery time. Please allow 1-2 business days for processing + delivery. Every effort is made to facilitate the delivery of your order on time. After your order is processed and fulfilled, we will send you an email containing the order tracking number. Once your order is fulfilled and placed in the hands of our selected shipping carrier, we cannot guarantee any delivery date indicated by the carrier.

Returns and Refunds

At Tango, we do everything we can to ensure you are happy with your purchase, but we know that sometimes a product is just not right. You may return your hardware within 30 days of it being shipped to you, as long as it is in new condition and has the original packaging.

Please note that physical gift cards are non-returnable and non-refundable.

No returns are accepted over 30 days. We only accept returns of the hardware we sell directly to you. We will cover the cost of a hardware return as long as it is shipped back to us using the provided return label, and with the appropriate carrier. Priority shipping charges selected at checkout are non-refundable. If we suspect you're abusing the return policy (for example by returning products on multiple occasions or on a seasonal basis), we reserve the right to refuse your return.

End-users and resellers

Our hardware packages are designed with love and care specifically for Tango merchants. We reserve the right to refuse selling and shipping any product to you if we have reason to believe you are not a Tango customer. Likewise, customer support is only available to the original hardware purchaser. We do not currently sell to or work with resellers.

Warranties

We sell a combination of our own and third party hardware to create a modern point-of-sale.

All Tango products come with a standard 1 year warranty included.

These warranties cover defects in manufacturing discovered while using the product as recommended by the manufacturer. The warranty does not cover damage caused by misuse, abuse, unauthorized modification, improper storage conditions, lightning, or natural disasters. Please contact the Tango support team at support@Tango.com or via the contact page here for replacements.

All third party products resold by us are covered by their original manufacturers' warranties. Please check with the manufacturer directly for further information.

Limitation of Liability

Tango does not accept liability for the purchase, use or return of POS hardware or other products beyond the remedies set forth herein, including but not limited to any liability for product not being available for use, lost profits, loss of business or for lost or corrupted data or software, or the provision of services and support. Tango will not be liable for any consequential, special, indirect or punitive damages, even if advised of the possibility of such damages or for any claim by any third party. You agree that for any liability related to the purchase of products, Tango is not liable or responsible for any amount of damages above the amount invoiced for the applicable product. Some jurisdictions may not enforce all of these limitations, and only the limitations that are lawfully applied to you in your jurisdiction will apply.

Hardware Replacement Schedule

Samsung Galaxy Tab A7 Lite	\$250
Samsung Galaxy Tab A8	\$450
BBPOS WisePOS E	\$350
BBPOS WisePOS E Dock	\$75
Epson TM-U220B Printer	\$475
Epson TM-T2011 Printer	\$395