

# Transonic's Limited Return & Refund Policy

Transonic System Inc.'s Products may be returned by a Transonic Customer to the Ithaca, NY manufacturing site for the following reasons:

- Product was ordered in error by end-user Customer;
- Product was not as described in product literature.

To initiate return of a product call, within the USA: 1.800.353.3569 or from other countries: 1.607.257.5300 to request a Return Material Authorization Number (RMA). In order for Transonic to accept return of a product the following rules and policies apply:

- The product to be returned must have been received within 30 days if received by a Domestic US Customer;
- Returns will not be accepted on any product which has been used or altered;
- Products which are mechanically customized to end-user specifications, such as probes with special cable length, cannot be returned for a refund unless approval for return has been authorized by the product manager;
- Product must be returned to Transonic Systems Inc. freight prepaid within 14 calendar days of RMA issuance;
- The product must be returned in new and unused condition in the original carton including any accessories, manuals and documentation;
- Customer is responsible for any loss or damage to equipment during transit (should either insure the shipment or declare its full value to provide full protection if the shipment is lost or damaged in transit);
- Transonic recommends that Customer use a carrier that offers shipment tracking for all returns.

The Product Refund amount to be paid or credited to the Customer will be determined as follows:

- All returned material will be inspected upon arrival for damage or missing materials, and the issued refund will be adjusted accordingly;
- All returned materials are subject to a minimum restocking fee calculated as 25% of the original price;
- No refund will be issued on shipping charges;
- No refund will be given on customized product calibration features such as sensor calibration for specific liquids;
- Custom product returns are subject to a final review and approval by the Product Manager for a refund and may include adjustments to the refund for costs of remanufacturing to make the product resalable.

