



## **RETURN POLICY**

### ***Return of Stock Merchandise***

We at Altech are happy to assist in the return of merchandise. All returned merchandise must have prior written authorization from Altech Electronics. Requests to return merchandise must be made within four (4) months from date of shipment by Altech Electronics. All returns must be shipped prepaid to the location designated on the return authorization. Credit will be issued based on the original invoice price, or price in effect at time of return, whichever is lower, less a minimum disposition charge of 30% (to defray the cost of handling). All returned product must be in salable condition in order to qualify for credit. Return authorization will not be granted when the value of all items to be returned is less than \$300.

### ***Non-Returnable Merchandise***

The following products are not returnable: all non-stock, special, custom made or modified products; all stock products containing time-sensitive components that have reached the end of their warranty or shelf life; outdated or phase-out stock products; and all Altech Electronics stock and non-stock poles.

### ***Cancellations***

Stock products may be cancelled prior to shipment without charge. Cancellation of any order for non-stock products will incur charges for work already performed and for special material purchased by Altech Electronics. Cancellation of any product order after shipment will be subject to the return provisions of these Terms and Conditions of Sale. Orders for services are non-cancellable. If services are not provided prior to invoice, the purchaser is entitled to the performance of ordered services only within the 18-month period after the services invoice date.

### ***Altech Electronics Warranty Policy Summary***

For the full warranty policy, please visit our website [www.AltechElectronics.com](http://www.AltechElectronics.com)

- The item must be under warranty.
- The related invoice must be paid.
- The customer will be invoiced for all shipping costs if the returned item is found to be in working condition.
- The defective unit must be returned within 30 days using the provided shipping documents including UPS labels/Freight BOL & RMA packing slip.
- The customer will be invoiced for the replacement, if the defective unit is not returned within 30 days.



**800-640-0386**