

PTC INSTRUMENTS' RETURNED GOODS POLICY

Normal transaction of business inevitably requires the occasional return of merchandise for exchange or credit. We have designed a returned goods policy that not only expedites returns and exchanges but allows us to fulfill each customer's particular needs.

- ◆ Items incorrectly ordered by the customer will be subject to a 15% restock fee, provided they are returned in new, re-stockable condition with original packaging. No material will be accepted for return after thirty (30) days from date of shipment.
- ◆ Items being returned for credit must be accompanied by the original purchase order number, purchase date and PTC invoice number.
- ◆ All stainless steel stem thermometers and stem recording thermometers are made to order. There is no refund or credit for these items when ordered incorrectly.

RETURNS, REPAIRS or CERTIFICATION

Returns: Except as otherwise provided, no material will be accepted for return after 30 days from date of shipment. To return merchandise, you must call PTC toll free at 877-782-2329 for a Return Authorization number. **No returns will be accepted without a Return Authorization number.** Include with your return a copy of your invoice or packing slip. All merchandise must be returned in its original packaging. Any claims for discrepancies in shipment must be made within 7 days of receipt of merchandise. C.O.D. returns will not be accepted. No return of altered, etched, custom, or special order items.

Computer Software: Unopened Software may be returned for credit. Opened Software will be replaced only if defective.

Repairs, Calibration and Certification: Please call toll free at 877-782-2329 for a Return Authorization number. All pertinent paperwork should be enclosed with the returning instrument; this includes RA number, purchase order, packing slip, return address, and telephone number with person to contact. **Certification must be requested prior to sending in your instrument** or clearly noted on your enclosed purchase order. PTC does not retain data for non-certified instruments. There is no refund or credit for certifications. It has become necessary for PTC to charge an evaluation fee of \$50.00 for all durometers and hardness testers sent in for calibration and/or repair. All temperature products will be subject to a \$25.00 fee.

DAMAGED or LOST SHIPMENT

UPS and Prepaid Truck Shipments: Check your order immediately upon arrival. All damages must be noted on delivery receipt. All damaged containers and merchandise must be kept for inspection. All shortages and damages must be called into PTC toll free at 877-782-2329 within 7 calendar days. Please have ready your invoice number, customer number and weight of package as received (including packing materials and instrument) when calling in a shortage.

PTC Instruments 2301 Federal Avenue • Los Angeles, CA 90064-1482 U.S.A. Phone: 310-478-1134 • Fax: 310-312-0826
E-mail: sales@ptc1.com website: <http://www.ptc1.com>