

## **Refund/Return Policy**

Returns can only be accepted with authorization, so please fill out the RMA request form at the bottom of this page to request a Return Authorization Number. This RMA number must be attached to the returned package, or it may be returned to you. \*Manufacturers will not accept returns unless they are shipped in the original packaging with all packing material, manuals and accessories.

Inside the first 14 days, there are two types of returns that we allow. They are handled differently, so please read the following carefully to make sure your return is processed accordingly.

**DEFECTIVE ITEMS** - This is a return for refund or exchange when an item is determined to be defective, damaged upon arrival, or for some other reason, qualifies as defective. In this case, you are refunded all expenses associated with the purchase of the item, or we will exchange for a new non-defective item at no expense to you. If an item arrives damaged to you, we must be notified inside 5 days of receipt of the shipment, so we may process a claim with the shipping company.

**NON-DEFECTIVE ITEMS** - This is a return of an item through no fault of the product. If you changed your mind, or ordered the wrong item, your order is subject to a restocking fee of 25%. This restocking fee applies in every case and covers supplier restocking fees, credit card processing fees, administrative costs and handling fees. If your order qualified for a free shipping promotion, the cost of the original shipping will be deducted from the refund. **ITEMS MUST BE RETURNED TO US IN NEW, UNUSED, UNALTERED CONDITION** (without showing signs of wear or damage, scratches, marks, missing parts or accessories). Items returned with signs of wear or use, missing parts or without original packaging will not be accepted. All of our products are shipped in new, perfect working order. Items damaged due to improper use will not be refunded. The cost of shipping the product back to us in this case, is always the responsibility of the customer.

After 14 days, purchases made from Summit Measurement are no longer covered by our Return Policy. After this time, products are covered by their respective Manufacturer's Warranty and in most cases, this lasts for 12 months from date of purchase. Products are repaired or replaced if the item does not work as it should, unless damaged by customer. If the item is not determined to be defective, some manufacturers may charge an evaluation/repair fee. Return shipping of warranty items is the responsibility of the customer. If the item is found defective, the shipping expense will be reimbursed.

All refunds are contingent upon product inspection and testing once they are sent back. We must determine cause of issues whenever possible to be able to know how we are to resolve the problem. Manufacturer warranty coverage is not valid outside of the continental USA. All sales outside of the USA are FINAL (No refunds, returns or exchanges). We need the items to be returned to us in all of the original packaging. If the product comes back to us without all packing materials, manuals, and adapters, we reserve the right to deny the return, or charge an additional restocking fee that covers the cost of replacing these items.

If the item appears to be damaged by the shipping company and is noticed at time of delivery, a customer should not accept the shipment, and we will simply arrange to ship another item after refusal. There are certain things never covered by manufacturer warranties, mainly water damage, customer damage (such as dropping them), and battery life. Custom and special orders cannot be returned. All returns/replacements will be shipped via UPS Ground. Faster shipping is available at customer's expense.

**To return an item, please fill out an RMA Request Form below:**

**I agree to the above terms and would like to return an item, according to the language above.**

**SIGNATURE (Required)** \_\_\_\_\_

**CUSTOMER NAME** \_\_\_\_\_

**COMPANY NAME** \_\_\_\_\_

**EMAIL** \_\_\_\_\_

**PHONE** \_\_\_\_\_

**ORDER ID** \_\_\_\_\_ **ORDER DATE** \_\_\_\_\_

**ITEM ORDERED** \_\_\_\_\_

**ITEMS TO BE RETURNED** \_\_\_\_\_

**REASON FOR RETURN:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**RETURN TO EMAIL SALES@SUMMITMEASUREMENT.NET, OR FAX TO 818-561-3636.**