

Product Return Policy

Policy Overview

Thermal Transfer will, at its discretion, accept units for return **only with a value greater than \$100**, from its authorized customers for credit, less a **25%** restock charge. Units must be not older than 90 days from date of original shipment, in like-new condition and in original packaging to be considered for return under this policy. **Specially engineered units are not returnable.**

Return Authorization

Authorized distributors and OEM's must obtain a Return Goods Authorization Number (RGA) prior to the return of any products. The following information will be required when requesting authorization:

- Date of Purchase
- Your P.O. Number
- Reason for Return

Shipping Instructions

This product must be in the original packaging and in like-new condition. Units are to be shipped freight prepaid. Units received at Thermal Transfer shipped freight collect or without a RGA number will be refused and returned to the customer at his expense. The shipping address is as follows:

Thermal Transfer Products

5215 21st Street

Racine, WI 53406-5096

Attn: Service Department

NOTE: RGA number is valid for 14 days only and must be clearly noted on the packaging of the return unit.

Inspection

Upon inspection, if a unit is found to be in un-saleable condition, the unit will be reworked to new condition. Any rework costs will be deducted from the return credit and/or billed back to the customer.

Questions?

Refer all questions about this policy to:

Bob Youngblood

Service Dept. Manager

Phone: (262)554-8330

E-Mail: Byoungblood@thermasys.com

NOTE: RGA valid for 14 days only.

Policy subject to change without notice.