



Crystal Technology & Industries, Inc.  
15151 Surveyor Blvd., Suite B  
Addison, TX 75001

(972) 934-2525 T.  
(972) 934-2526 F.

## **2019 Warranty, Damage and Return Policy**

Thank you for your order. We value and appreciate your business. To help make your return or damage claim the best experience possible...Please review the below damage and return policy.

- 1) **Product Warranty:** Crystal Technology proudly provides a lifetime warranty on all of our metal rack products (free of manufacture defect).
- 2) **Product Return/Damage/Cancelation Policy:**
  - a. Please notify Crystal Technology and/or the freight carrier (within 24 hours) as soon as possible with any damaged product or products for return. The quicker the notification, the faster we can start working on the solution for you.
  - b. Include pictures of damaged product as well as pictures of the area of the packaging where damage is shown for all claims of damage.
  - c. All returns must have an RMA # (Return Merchandise Authorization). These can be obtained through Jane Zhang at [jzhang@crystalindustries.com](mailto:jzhang@crystalindustries.com) or 972-934-2525.
  - d. **Important! Before shipping returns back...**Be sure to **utilize all of the original packaging** to ensure the products arrive back undamaged. The individual rack boxes are **NOT** freight worthy and will need to be over packed in a larger box with proper packing materials to aid their shipment safely. UPS & FedEx have not given claim credit for damaged rack products shipped individually. For returns or cancelations where original individual rack boxes are not included, there will be a small "box replacement fee" of \$1 per rack.
  - e. Custom order products are not eligible for return.
- 3) **Restocking fees:**
  - a. 0% for warranty items (The manufacture craftsmanship is shown to be liable)
  - b. 15% for products returned with an RMA # that arrive in resalable condition without damage or branding labels.
  - c. 25% for products returned with an RMA # that arrive in resalable condition without damage, but do have branding labels that need to be removed.
  - d. 50% for products returned with an RMA # that arrive in resalable condition after 6 months of their original shipment date.
- 4) Unfortunately we cannot offer credit on products that come back damaged (please be mindful of #4 to avoid this), with additional end user stickers, magic marker writing, or other alterations to the product that prohibit the resale of them.