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An Endress+Hauser Company

Returned Goods Policy

All returns must be authorized by UVP, LLC whether for credit, warranty replacement or repair. Items returned for credit may be subject to a 20 percent (20%) restocking charge.

For a Returned Goods Authorization number, please contact Transilluminators.com at (617)286-4682 or support@transilluminatos.com.

No credit will be issued or allowed until UVP, LLC has had sufficient time to inspect the product and determine corrective action.

Returns must be made within 30 days of issuance of the RGA number and product must be in original packaging with all manuals and instructions.

RGA number is non-transferable and good for one use only.

Products returned for credit or replacement must be in "like-new" condition. All products must be free from Bio-Hazardous contamination with a contamination-free certificate attached. Contaminated products will be returned collect.

Products returned for repair will be evaluated by Quality Control. Estimated cost for repair will be submitted to customer for approval. If accepted, all evaluation costs will be credited towards entire repair. Non-repaired products can be returned at customer's cost.

Freight must be prepaid on goods returned to UVP by the customer.

To insure you receive credit, you must include with each return:

- Your RGA number clearly written on the lower left hand corner of your package.
- Enclose your name, telephone number, company name, address and reason for the return.

Goods Acceptable for Full Credit or Replacement:

- Products not supplied in accordance with your order.
- Products that are defective at the time you receive them.
- Products still under UVP's standard warranty.

Goods Not Acceptable for Full Credit:

- Discontinued products.
- Products that are specialized or customized.
- Products that are used.
- Products that are outdated, shelf-worn and therefore unsuitable for return to stock and resale as new.
- Products beyond UVP's standard warranty term.

Goods Not Acceptable for Replacement:

- Products that have been modified or personalized by the user.
- Products that have been damaged by the user.

- Products beyond UVP's standard warranty term.