



January 1, 2022

Return Policy and Stock Adjustments

Return Policy

If the product fails during the warranty period, due to a manufacturing defect. Voltec will replace or issue credit for that item/items. Before returning any product to Voltec, an RGA# must be obtained directly from Voltec. Any items returned to Voltec without an RGA# will not be accepted and will be returned to back to the original sender at the sender's expense. If the returned goods are received and deemed to be customer abuse and not a manufacturing defect the goods will be sent back to the customer at the customers expense, or field destroyed at Voltec with customers approval.

Stock Adjustments

Voltec will allow the return of non-defective product under the following conditions.

- Product & packaging must be in perfect re-sellable condition.
- Product must be in original case pack quantities.
- Product must not be a discontinued by Voltec.
- Product must not be older than 1 year of the original purchased date.
- A 2for1 offsetting order or a 25% restocking fee will apply.

T-Box Warranty

Voltec temporary power distribution boxes will have a 3 Month warranty from date sold to end user (proof of sale date is required) that will cover manufacturers defects only. If the product fails within the 3 Month warranty period, Voltec will repair and return at no cost to the customer. This warranty only covers repair of the box and not a replacement Unit/Units. If it is determined that the manufacturing defect is not repairable, Voltec will issue credit or send a replacement unit. Voltec will not issue credit without first inspecting the product that is claimed to be defective. PN#'s 09-0T376, 09-00375, 09-0T676, 09-00675.

Best regards,

Customer Service
customerservice@voltec-industries.com
Ph: (909) 606-1991
Fax: (909) 606-0281