

Return Goods Policy

All requests for returned goods must be initiated through our Customer Service Department. Please call our toll-free phone number (800)338-3287 with the specifics of your request. The following conditions must be satisfied for consideration of applicable credit for the return of products purchased from Industrial Scientific Corporation:

- 1) The item is unused and the package has not been opened.
- 2) The item was shipped directly from Industrial Scientific Corporation.
- 3) The item has not been damaged in shipment to Industrial Scientific.
- 4) The item is saleable;
 - a) Items containing date-sensitive parts such as sensors, must be returned within 1 month of the invoiced date.
 - b) Items without date-sensitive parts must be returned within 3 months of the invoiced date.

A Return Authorization Number must be obtained from Customer Service and provided on all paperwork and packaging. To obtain a Return Authorization Number, please provide the reason for return, the date of purchase, your original purchase order number, and either our order number (on the packing slip or invoice) or our invoice number. The issuance of a Return Authorization Number is a verbal approval for return only and does not guarantee credit or allowance. Returned goods must be received within 30 days of the issuance date of the Return Authorization Number or it will become null and void. If a product replacement has been issued prior to receiving the returned goods, and the product is not received within 30 days, a follow-up call will be made allowing a 15 day grace period for the return. If the item is not returned within 45 days from the issuance date, an invoice will be generated for the return goods cost.

Necessary physical and mechanical inspection is completed upon receipt of the item. Applicable credit or equivalent allowance is determined after inspection of the returned item. If all of the above conditions are met, and the item has been approved to return to our stock, a restocking charge of 20% of the purchase price is deducted from the applicable credit.

Oct-29-02
Reconfirmed Aug-01-11

