



## **Return Goods Policy**

All requests for returned goods must be initiated through our Customer Service Department. Please call our phone number (714) 695-0051 with the specifics of your request. The following conditions must be satisfied for consideration of applicable credit for the return of products purchased from Electro-Chemical Devices:

- 1) The item is unused and in the original package.
- 2) The item was shipped directly from Electro-Chemical Devices.
- 3) The item has not been damaged in shipment to Electro-Chemical Devices.
- 4) Items containing date-sensitive parts such as electrodes, must be returned within 1 month of the invoiced date.
- 5) Items without date-sensitive parts must be returned within 3 months of the invoiced date.
- 6) There is no return for custom designed products.

A Return Merchandize Authorization Number must be obtained from Customer Service and provided on all paperwork and packaging. To obtain a Return Merchandize 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 Merchandize 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 Merchandize Authorization Number or it will become null and void.

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 25% of the purchase price is deducted from the applicable credit.