



## **Proto-Tel, Inc. Standard Product Return Policy**

At Proto-Tel, Inc., we feel you deserve high quality products for the fairest and most affordable pricing possible. We continually strive to provide this to all our customers in a prompt, courteous and professional manner, while at the same time providing you access to our extensive expertise. We will accept back for a full refund or replacement any Proto-Tel, Inc. product returned in complete, undamaged and unmarked condition within 60 days (note: must be received at our warehouse within 50 days, allowing 10 days for processing).

1. Call or email our offices or a Proto-Tel, Inc. employee and explain the situation. We will do everything in our power to work with you to rectify the problem.
2. Request a Return Merchandise Authorization (RMA) number, all returned products must be accompanied by a RMA number. You will be asked to acknowledge a document indicating that you understand our return and packaging policies.
3. Packaging for the return should have the RMA clearly written on the label on the outside of a double-boxed packing carton.
4. Under no circumstances may product be returned to Proto-Tel, Inc. more than 50 days past the date of the issued RMA, 10 days are required for processing.
5. All returned products must be clearly marked and completely protected in the original, unmarked packaging including any accessories, manuals and documentation that shipped with the product or be subject and assessed a 15% restocking and open box fee. This fee can be charged or waived at the sole discretion of Proto-Tel, Inc.

The function of your product is governed by the standard Proto-Tel, Inc. product warranty.

### **Freight Terms**

All returned product must be returned freight prepaid FOB destination. Any product found to be defective will be credited or replaced including returned freight charges.

NOTE: Proto-Tel, Inc. recommends that you (1) use a carrier that offers shipment tracking for all returns and (2) either insure your package for safe return to us or declare the full value of the shipment so that you are completely protected if the shipment is lost or damaged in transit. You are responsible for any loss or damage to the product during shipping. It is your responsibility to assure the product returns to Proto-Tel, Inc. safely and undamaged, (1) or (2), will help you keep track of your products.

### **Products Not Eligible for Return**

Please note that Proto-Tel, Inc. does not permit the return of or offer refunds for any of the following:

- Customized products
- Build-to-order products
- Original Equipment Manufacturer (OEM) products
- Special products
- Private labeled products.