

# **Phase Advanced Sensor Systems Corp.**

## **Returned Goods Policy**

Phase Advanced Sensor Systems Corp. can accept, for exchange or return, only items which were purchased direct from Phase Sensors within the last 30 days and are in new resalable condition. Restocking fees and refurbishment charges will be handled at the discretion of the engineering sales department which can be reached at 780-264-4658.

### **Restocking Charge**

For standard stock items, the restocking charge for units purchased beyond 30 days is \$25 or 5% of list price, whichever is greater. Non-stock or special order items will be handled on a case-by-case basis.

Goods returned for credit or exchange must be new, unused, and in their original undamaged containers. After inspection of the items returned, a credit memo will be issued at the discretion of Phase Sensors. Charges for updating and/or reconditioning will be deducted from the credit memo issued.

### **Unauthorized Returns**

Customers who refuse delivery of an order or return an order without first getting a Return Authorization will be charged for both outbound and return shipping.

### **Repair**

The in-house evaluation of all products distributed by Phase Sensors will be done at no cost to the customer as long as the unit/units have been purchased within the last 12 months. Upon completion of our evaluation we will advise the customer of repair charges and request a purchase order prior to proceeding.

We strive to repair all items as quickly as possible.

### **Procedure**

A Return Authorization (RA) number is required for all returns shipped for repair, evaluation, replacement, exchange or credit.

Please call the sales department for an RA number or email us at [chris@phasesensors.com](mailto:chris@phasesensors.com).

If returning for credit or exchange, a copy of the original sales order must be included in the shipment.

A copy of the Return Authorization should be included, and the RA number must be clearly marked on the shipping package to facilitate a quicker turnaround time.

If an offsetting order is placed, please reference the order number.

A purchase order must be provided for all units sent in for recalibration.

Damaged shipments should be handled through the shipping carrier. If there are any questions call the sales department Monday - Friday 9:00am - 5:00pm MST.

### **Recalibration**

The recommended period for recalibration is once every year for all Phase Sensors products. Check the calibration sheet provided with the instrument to see when the instrument is recommended for recalibration. Please complete and submit a recalibration request for quotation and email it to [chris@phasesensors.com](mailto:chris@phasesensors.com) outlining the serial number of the sensors for calibration.

Note: All items returned for credit or repair must be shipped prepaid.