

Return Policy

Please review the following Return Policy. If you have any questions, please contact **Sifam Tinsley Instrumentation Inc.** at **800-879-6171**.

Returned Goods

Merchandise may not be returned without prior authorization from Sifam Tinsley Instrumentation Inc. All return requests are subject to our review and approval at our sole discretion. To initiate a return, customers must first obtain a **Return Authorization Number (RAN)** by contacting Sifam Tinsley directly at **800-879-6171**.

All authorized returned merchandise must be shipped **freight prepaid** to the following address:

Sifam Tinsley Instrumentation Inc.
2105 Barrett Park Drive
Unit 105
Kennesaw, GA 30144
USA

Returned merchandise must be in **new and unused condition**, in the **original packaging**, and include all original packing materials. The item must also be a **standard stocked product listed in our current catalog**. If these conditions are met and the return has been approved in advance, a credit may be issued based on the **original selling price or the current selling price, whichever is lower**, less the applicable restocking charge outlined below.

If goods are received by Sifam Tinsley within **60 days of the invoice date**, a restocking charge of **40% of the applicable selling price** will apply. Returns received within **61 to 120 days of the invoice date** will be subject to a **50% restocking charge**. Returns received within **121 to 365 days of the invoice date** will incur a **75% restocking charge**. Merchandise returned **after 365 days from the invoice date will not be accepted for return**.

Shipments sent **freight collect** will not be accepted. If returned merchandise requires **inspection, repair, or reconditioning** upon receipt, additional charges may apply beyond the standard restocking fee.

Products that have been **installed, modified by the customer, or specially finished** cannot be returned for credit under any circumstances.

Claims

In the event of **shortage or damage during shipment**, the customer must notify both the **carrier and Sifam Tinsley Instrumentation Inc. immediately**. While we take care in packaging and shipping, we are not responsible for damage that occurs in transit. However, we will gladly assist customers in pursuing a claim with the transportation carrier. Any



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Phone: 678.919 4122 | Fax: +1 678 881 0008 x 701 | Toll Free: 800 879 6171
2105 Barrett Park Dr, Unit 105, Kennesaw GA 30144

concealed damage must be reported and inspected within fifteen (15) days of receipt of the merchandise.

Order Cancellation

Cancellation of any **formally acknowledged order** is subject to a **20% cancellation charge based on the net order value**. If the cancelled order includes **custom modifications or special customer-requested changes**, the cancellation charge will also include the cost of such modifications completed up to the date the cancellation is received.