



► **INSTRUMENTORS SUPPLY INC.**
1414 Washington St. Ste 4
Oregon City, OR 97045
Toll-free: (800) 468-4969
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E-mail: isisales@instrumentors.com

ISI Product Return/Repair Policies

If a customer wishes to return a product for either credit or repair, they must contact ISI at (503) 656-8605 to discuss the return, and request an RMA number. Products that are not custom made, retain the original packaging (if applicable), and evaluated by ISI to be in new, re-sellable condition, may be returned for credit/refund. Note that products that are NOT stocked locally at ISI may incur a restock fee, depending on the manufacturers return policy. Once the returned product(s) has been determined to be in new and re-sellable condition, a credit/refund will be issued. Product returned without obtaining an ISI RMA number may be returned to the buyer, without processing.

Products in need of repair will be sent to the manufacturer for repair/warranty evaluation. Defective products will be repaired or replaced as per the manufacturers repair policy. Products that are past the manufacturers warranty period, or have been user-damaged (thus voiding the warranty), will be evaluated for repair cost. The customer will be notified of the repair cost, and given the opportunity to have the item(s) repaired.

Under no circumstances should an invoice be short-paid without clearance from personnel at Instrumentors supply's accounting office. **If an item needs to be returned for credit, the customer MUST use the procedure outlined above.** Once the item has been cleared for return, a credit memo will be issued by ISI to the customer. The customer will then have the option of using the credit for a future purchase, or request a payable check, to be issued during the next weekly check run.

The acknowledgment and acceptance of the procedures outlined in this document is a requirement to purchase from Instrumentors Supply Inc. Please sign your name below, and fax back to (503) 656-8705. If you have any questions about our return/repair procedures, please call the accounting department at (503) 656-8605.

Company Name: _____

Signed _____ Date _____

Print Name _____