



Your Safety... Our Solutions.

Return and Damaged Goods Policy

NON-DEFECTIVE GOODS

Customer must contact U-TECK to request a Return Authorization (RA) number.

Customer should provide their purchase order number and our related invoice number.

Material must be new and unused and in saleable condition.

No return allowed on any goods over ninety days old.

No return allowed on any specialty or non- stock parts.

Material must be returned freight pre-paid.

A twenty percent restocking charge will be applied to all returned goods under thirty days.

For all goods returned over thirty days, twenty-five percent will be applied.

Upon receipt and approval of returned material, credit will be issued at purchase price less the restocking charge.

Any return product(s) deemed unusable for any reason by U-TECK will be immediately disposed of and no credit will be issued.

DEFECTIVE OR PROBLEM GOODS

Customer must contact U-TECK with supporting documentation to receive a Return Authorization number.

U-TECK will determine the disposition of defective goods and whether they should be returned via freight or by UPS call tag.

Replacement goods will be shipped after inspection of return goods or review of supporting documentation.

Where necessary, credit will be issued for the full purchase price.

GOODS DAMAGED OR SHORTED IN TRANSIT

Product(s) damaged or shorted in transit (i.e. UPS, USPS, Motor Freight...); require the receiving customer to notify the Transport Company. Your receiving agent must show "in writing" any package received damaged or short, and file a claim with the Transport Company within twenty four hours. Package should be left as it was received in the event that a freight company representative is dispatched to inspect damage. After said inspection a claim number will be assigned, The issue will be resolved between you and the Transport Company.

Please note that the Customer is liable for paying U-TECK's invoice and filing claim for damaged or lost goods with the Transport Company.