

PRO-FACE RETURN POLICY

HMI/ MONITOR PRODUCTS

Returns within thirty (30) days of Pro-face America's shipment date will be accepted back, less shipping charges incurred by Pro-face. Product must be in the original shipping package and unopened or additional charges will apply.

Returns after thirty (30) days of Pro-face America's shipment date will be subject to 25% restocking and handling fee. Product must be in the original shipping package.

No request for returns will be considered after sixty (60) days have elapsed from Pro-face America's shipment date.

All returns are subject to the General Return Policy guidelines written below.

IPC PRODUCTS

Returns within thirty (30) days of Pro-face America's shipment date will be subject to 25% restocking and handling fee.

No request for returns will be considered after thirty (30) days have elapsed from Pro-face America's shipment date.

All returns are subject to the General Return Policy guidelines written below.

GENERAL RETURN POLICY

Only returns with prior written authorization of Pro-face will be accepted. Returns made without this authorization will be returned at the buyer's expense.

Pro-face will not issue credit for damaged products, software packages, spare parts, custom products, and products built under Pro-face America's "Product Modification process."

All requests for returns are subject to Pro-face America's sole discretion. Pro-face has the right to accept or reject any customer request to return a product for credit.

All requests for returns must be made in writing and such actions must be approved in writing by an authorized individual of Pro-face America's corporate office. Returns made without an RMA (return material authorization) number will be refused and returned to buyer at buyer's expense. In no event will credit be granted unless the product is returned unaltered in its new/original condition and in its original packaging with all associated components of the original shipment, including documentation kits, manuals, cables, brackets and all other miscellaneous and loose items. The agreed upon credit will be issued against product returned with an RMA number only after inspection, testing and confirmation by Pro-face that all product is in its original and unaltered condition. Product, parts or documentation missing or damaged will void the RMA and no credit will be issued.