

# Return Policy

Your satisfaction is our top priority. We guarantee the quality of our products, and we want you to be completely satisfied with your purchases. If for any reason you are not completely satisfied with your purchase, we will be happy to exchange the item for you to better meet your needs. You can return the purchased items within 30 days of receipt for an exchange or refund/credit (less shipping charges and 30% restock fee) subject to Return Conditions.

We are always striving to make the Return and Exchange process as easy and hassle-free for you as possible. It is simple, provided you follow our Return and Exchange Instructions. Please contact the Customer Service team should you have further questions.

## Return Conditions

**Items must be returned in NEW (unused, untested, and resalable) condition, in the original manufacturer packaging, with all accessories, kit components, promotional items and instruction manuals included.** For your protection, items must be returned shipping prepaid, insured for the full value and safely wrapped to prevent shipping damage.

**Macurco Inc. does not accept returns or exchanges on customized orders.** All charges related to the return of items to Macurco is the responsibility of the customer.

## Restocking Fees

**There is a 30% restocking fee for all returns of unused, and untested items returned within 30 days of the order being processed.** Please keep in mind that restrictions apply. **Returns of opened, used, or damaged products will not be accepted and do not qualify for exchange, refund, or credit.** Additional fees may apply if the item is not returned in its entirety and with original packaging.

Macurco Inc. reserves the right to charge a restocking fee of up to 50% for the return under any circumstances.

## Exchanges

If you are not fully satisfied with your purchase, we will be happy to exchange it for you. Please return the item to us within 30 days and experience no restocking fees, providing the item is in NEW (unused, untested and resalable) condition and a purchase order has been submitted for other items. Please follow the simple steps outlined in **Return and Exchange Instructions**.

## Refunds / Credits

We will gladly issue a refund/credit to you providing the Return Conditions are met. In the event of non-compliance with these requirements, a refund will be issued in accordance with the condition of the returned merchandise and the value of missing items, if any. **No refunds will be issued before merchandise is received and evaluated.**

**We do not offer refunds for shipping charges, including but not limited to domestic Ground, Express or International shipping.** Please be advised that we are unable to refund any fees imposed by an entity other than Macurco, such as customs or brokerage fees.



## Return and Exchange Instructions

Macurco Gas Detection has created a simple Return and Exchange process with step-by-step guidelines for your convenience.

To return or exchange an item, please follow these simple steps:

Contact our Support Team 1 (800) 325-3050 to obtain a Return Merchandise Authorization (RMA) number. **No return or exchange will be accepted without an RMA Number.**

Pack the unit securely, using original packing material if possible. Please note that we do not accept COD shipments. Use UPS, Fed-Ex or USPS service with delivery notification. Using one of these three shipping methods will make shipment tracking possible. Please insure the package for the full value of the merchandise. The merchandise is still your property until it reaches our warehouse and we are not responsible for lost shipments or any shipping damages that may occur before it is received.

Please remember to include all the contents such as accessories and instruction manuals that came in the original order.

You will get a notification via email as soon as the return has been processed.

All returns are processed within 1-2 weeks of the receipt of returned merchandise. Refunds/Credits when applicable are issued within 4 weeks of processing the return.

## Policy Exceptions

We do not accept returns on:

- Calibration kits and Gas cylinders do not qualify for return after shipment passes into the hands of the carrier. If you have an issue with your calibration kit or gas cylinder, such as incorrect gas or concentration, please contact our support team.
- Customized orders – any product that deviates from our standard process qualifies as a custom order and is not returnable. This includes but is not limited to altered materials, components, settings, configuration or calibration.

## Shipping Damage and Lost Packages

Inspect merchandise immediately upon delivery. If you detect visible physical damage, refuse the package or contact the carrier for corrective action.

Contact Macurco immediately if damage has been detected.

If you receive damaged merchandise or do not receive it at all, the carrier will need to conduct an investigation.





Please notify us of the problem within 3 business days of receipt. Take photos of the damaged items, **DO NOT** discard the shipping carton/packaging to facilitate the investigation process if necessary.

All claims are usually processed within 2 weeks from the time of initiation. If the carrier claims responsibility for the lost or damaged item, insurance reimbursement will be issued to Macurco Gas Detection. A replacement item will be sent to you.

## Macurco Inc.

1504 W 51st St Sioux Falls, SD 57105

### Technical Support:

Phone: 1-844-325-3050

Email: [support@macurco.com](mailto:support@macurco.com)

Website: [www.macurco.com/support/](http://www.macurco.com/support/)

### General Contact Information:

Phone: 1-877-367-7891

Email: [info@macurco.com](mailto:info@macurco.com)

Website: [www.macurco.com](http://www.macurco.com)

