

TESA PMI USA RETURN POLICY

The following terms supplement the TESA PMI General Sales Conditions (the “General Sales Conditions”) with respect to TESA PMI products sold in the United States. By purchasing a TESA PMI product in the United States, customer agrees to these terms (including the terms below and the foregoing General Sales Conditions).

TESA PMI products purchased in the United States can be returned to the TESA PMI U.S. seller within 30 days from the date of shipment provided they are in perfect condition and in unbroken original packaging, including user manual and quality certificates.

If TESA PMI determines the product to be defective in material or workmanship, TESA PMI will pay for freight costs, not to exceed 100% of the product value.

A restocking fee of 20% will be applied in any other case, and the freight costs will be paid by the customer. Any additional work, such as part exchange or repackaging, will be deducted from the credit note or billed separately.

Only unused standard catalog products in unbroken original packaging are authorized for return. Products must be in TESA PMI’s current price list, in resale condition and in “standard package quantities”. For example, a package of 6 rulers must be returned as a package of 6 – returns of partial quantities, such as a package of 2 or 3, will be denied.

The following items are NOT eligible for return unless special authorization is received:

- Any height gage or tool over \$1000 list price
- Any machines from product discount categories beginning with “T”
- Modified products
- Non-standard products or products manufactured upon request
- Damaged products that cannot be resold
- Obsolete/Phasing Out Items (items being removed from the current catalog once inventory is depleted)

Warranty

The standard warranty is applicable for the first year from the date of sale. Registered extended warranties for height gages may be subject to different terms.

TESA PMI products subject to warranty claims shall be sent carriage paid, insured and properly and securely packaged by the customer or dealer to TESA PMI, c/o Dean Warehouse, Warwick, Rhode Island, or the nearest TESA PMI authorized repair facility.

Warranty requests shall be substantiated by a copy of the delivery slip or invoice of the product in question. Furthermore, complaints or defects shall be specified in detail in the accompanying document. Products repaired/exchanged under warranty shall be reshipped to the customer or distributor through normal transport means, by regrouping shipments as much as possible with other deliveries.

Conditions of Return

All returns must be assigned a Returned Goods Authorization (RGA) prior to shipment. This RGA will be issued by the TESA PMI customer service team and is only valid for 30 days. Please email your request to tesa.us@hexagon.com specifying the item number.

TESA PMI may refuse a refund request in the event customer fails to abide by the terms and conditions of this return policy or if TESA PMI finds evidence of fraud, abuse, or unlawful or other manipulative behavior by the customer.