

OTTAWA FLUID SYSTEM TECHNOLOGIES INC
RETURN GOODS POLICY

All parts returned for credit must have prior approval from Ottawa Fluid System Technologies Inc.

All parts returned must be in their original unopened box or heat-sealed bag.

All parts returned for credit must have been purchased from us.

All parts returned must be shipped prepaid unless otherwise authorised by us.

All parts classed as a **Factory Special** are non-cancellable and non-returnable.

A copy of the original invoice must accompany all parts returned.

All parts returned are subject to inspection prior to acceptance. We can only accept parts, which are in a "like new" condition, with no tarnishing, blemishes, dirt or other contaminants evident. Our customer base includes the petrochemical, semiconductor, research and development, and pharmaceutical industries. Their systems require clean and reliable parts.

NO RETURNS ARE ACCEPTED ON EMERGENCY ORDERS.

RE-STOCKING CHARGES

Standard parts common to local inventory

Within 14 days 10% re-stocking charge
15-180 days20% re-stocking charge
over 180 daysnon-returnable

Standard parts uncommon to local inventory

Non-returnable

Our goal is to be your most reliable supplier. We understand your need for a detailed Return Goods Policy and hope this meets your expectations. If you have any questions please call.