



RETURN / CANCELLATION POLICY

CONDITIONS

- All returns must be approved by Swagelok Southern California prior to returning for credit and must be shipped prepaid unless otherwise authorized by us.
- All goods returned for credit must have been purchased from Swagelok Southern California.
- Hose and Tubing products cannot be returned.
- Products Configured To Order (CTO) cannot be cancelled or returned.
- Products Assembled To Order (ATO) cannot be cancelled or returned.
- Factory parts Made To Order (MTO) based upon customer specification cannot be cancelled or returned.
- Factory parts Engineered To Order (ETO) based upon customer specification cannot be cancelled or returned.
- All returned product is subject to inspection prior to acceptance. We only accept parts that are new, unused and remain in their original packaging. Returned products that have tarnishing, blemishes, dirt or any evidence of use or contamination will not be accepted.
- Any return request that exceeds \$1,000.00 will be reviewed on a case by case basis prior to acceptance. In the event that we are unable to fulfill the return request, a Customer Service Representative will provide the details of the decision.

RESTOCKING

Restocking charges will be applied to all returns based upon the following schedule.

- Product returned within 14 days of invoice date10% re-stocking charge
- Product returned within 15 to 30 days of invoice date20% re-stocking charge
- Product returned within 31 to 90 days of invoice date30% re-stocking charge
- Product owned by customer more than 90 days cannot be returned.

CREDIT NOTES

- All credit notes resulting from product returns can be applied to current account balance or future purchases – cash refunds will not be issued.
- Credit notes will expire one year from issue date.
- Credit notes will be applied as directed by the customer except in the following situations:
 1. If the invoice associated with returned products is unpaid, the resulting credit note will immediately be applied as payment toward the original purchase.
 2. Credit notes will automatically be applied to the oldest of any past due, unpaid invoices.