

## **Return and Refund Policy**

### **Returns**

All returned products will be thoroughly inspected and a determination will be made if eligibility and conforming requirements are met. Please verify that the product you are returning meets the guidelines below and qualifies for return to avoid any delay in, or denial of, processing your return. If a non-conforming product is accepted for return, Schilling Inc. reserves the right to charge a restocking fee of 15%. Return processing may take up to 10 business days from the time your product is received. Shipping and handling charges are not refundable. We strictly enforce a no return policy after 30 days of purchase. Custom and non-stock items are not available for return.

### **Inspection Criteria**

- Products must be in the original manufacturers packaging and shipped securely.
- Products must be complete with any standard certification labels (UL listing, capacity, brand name) originally placed and not tampered with.
- Products must be free from damage of any type, including but not limited to dents, scratches, cracks, abuse, or defacement.
- Products labeled with a security seal must have the seal intact and not tampered with.
- Emulsion, film and any liquids must be returned un-opened.

### **Screens and Frames**

Schilling Inc. Screens and Frames are considered custom tooling and are not eligible for a return, or refund, unless found to be non-conforming to agreed upon specifications. If your Schilling Inc. Screen and/or Frames are non-conforming to agreed specification please follow "Defective Products" outlined below.

### **Defective Product**

If a product is found to be defective, you must inform us within 5 days of receipt of order and proof should be submitted with your request for a Return Authorization Number. Products should then be shipped back to Schilling Inc. in the state that they were received. Once the product is inspected and the defect(s) confirmed, Schilling Inc. will issue a refund or replacement product at the customer's request.

### **Return Authorization Number**

Returns will not be accepted without a valid Return Authorization Number. Contact Customer Service at (800) 726-6626 or [customerservice@schillinginc.com](mailto:customerservice@schillinginc.com). Unless otherwise specified in the item listing on our website or in our Return policy, you may request a Return Authorization Number up to 10 business day after the date of receiving your order. Return Authorization Numbers expire after 15 business days, but we encourage you to return the product as soon as possible. Any return we receive without a valid Return Authorization Number will be documented and rejected or subject to a restocking charge at Schilling Inc.'s sole discretion.

### **Shipping Damage**

All products should be inspected for shipping damage within 1 calendar day from receipt. If a

product was damaged during shipping, please send visual proof to Schilling Inc., within 1 calendar day of receiving the shipment, so the claims process may begin and a replacement order can be processed.

**Refunds**

Once we receive and approve your item, we will initiate a refund or replacement product at the customer's request. Refunds will be made to your credit card or original method of payment. You will receive the credit within a certain amount of days, depending on your card issuer's policies. If paying by a check or money order, a refund check will be mailed to you.