



IEC RETURN POLICY

Since 1946 Interstate Electric Co., also known as “IEC” has strived to create the highest level of service for our customers in all aspects of the “purchase experience”. Therefore, to provide what the majority of our customers have requested, we do not have a pre-authorized “Return Authorization Policy” or “RMA” policy. However, we do have a few simple rules in order for us to be able to provide our customers with product in the same clean, new condition as it left the factory and in some cases with a “full shelf life”.

All returns are subject to inspection and review by IEC once received. The acceptance of a return does not indicate approval of the return or credit due until the item(s) returned are fully inspected and reviewed for condition, quantity count, expiration date and overall appearance by IEC. Our general return policy for items is 30 days.

IEC will accept most STOCK items for return or exchange in new and unused condition in its original packaging for full credit within 30 days of shipment. Tools, Testers, Equipment and Software are non returnable and the sale is considered “Final”. Customer shall not return NON-STOCK, or large quantity purchases of any items to IEC without first obtaining a written authorization and delivery instructions from IEC. Some non-stock items may not be accepted for return. Non-stock items returned for credit must be in new condition and will be subject to a minimum restocking fee as set from time to time.

Claims for shortages or damages must be made within 5 days of receipt by customer. For any common carrier or 3rd party deliveries/shipments, products must be signed for as “damaged” at the time of delivery and noted on any applicable paperwork such as a bill of lading, etc.

In the rare case of a defective claim, IEC will act as the agent. As the agent, IEC will do its best to represent our customer as well as interact with the manufacturer in a timely manner. No credit will be issued to the customer for defective product claims till the manufacturer of the product has reviewed and/or inspected said defective return or claim and issued a formal credit to IEC. We will do our best to expedite this. Credit for defective product(s) or claim(s) is limited to the original purchase price paid. In a case where the product is deemed “not defective”, the products will be returned to the customer if the request is made, and any shipping and/or handling charges may apply.

Customer is responsible for all items returned to IEC until items are inspected and deemed “returnable for credit” at the sole discretion of IEC and/or our Vendor affiliates. Products that are not deemed “saleable in original, brand new condition” will be returned to Customer and any shipping and/or handling charges may apply.

