

1. Product Warranty Information is available on the Industrial Support Inc. website, at the bottom of the home page.

2. Return of goods and limited remedy

1.1. Limited right to return non-conforming goods

The Buyer's right to return Products is limited to the return of "Non-Conforming Goods" and is subject to these terms and conditions. A "Non-Conforming Good" is defined as a Product that contains a material defect in materials or workmanship at the time of delivery and fails to meet the specifications mutually agreed upon by the Parties in writing.

1.2. Inspection and acceptance

The Buyer shall have a period of 60 days from the date of receipt of the Products ("Inspection Period") to inspect and test the Products for any non-conformities. If the Buyer does not notify the Seller in writing of any non-conformities within the Inspection Period, the Products shall be deemed to have been accepted by the Buyer. Upon such acceptance, the Buyer waives all claims for non-conformity.

1.3. Return authorization procedure

1. To initiate a return for Non-Conforming Goods, the Buyer must obtain a Return Material Authorization (RMA) number from the Seller within the Inspection Period.
2. The Buyer shall submit a written request to the Seller detailing the specific nature of the non-conformity, the quantity of affected Products, and the relevant Purchase Order number.
3. The Seller reserves the right to inspect and verify the reported non-conformity before issuing an RMA number.

1.4. Condition of returned goods

All returned Products must be:

- In their original condition and packaging, unless otherwise agreed upon in writing by the Seller.
- Returned at the Buyer's expense and risk of loss.
- Shipped to the address specified by the Seller in the RMA.

1.5. Exclusions and limitations

The following items are not eligible for return:

- Products damaged due to misuse, improper handling, or unauthorized modification by the Buyer.
- Products returned without a valid RMA number.

1.6. Seller's limited remedy

Upon receipt and verification of the returned Non-Conforming Goods, the Seller shall, at its sole discretion, either:

- Repair or replace the Non-Conforming Goods.
- Issue a credit for the purchase price of the Non-Conforming Goods.

This limited remedy is the Buyer's exclusive remedy for any non-conforming products. The Seller will not be liable for any special, indirect, or consequential damages resulting from any defects or non-conformity.