Return Policy – Gas Detection

1. General Terms and Conditions

- All new manufactured products have a limited warranty period (exceptions vary from product to product) from the date of shipment against defects in materials and workmanship.
- This limited warranty does not apply to those products that are damaged due to misuse, abuse, negligence, corrosion, exposure to adverse environmental conditions, or have been modified in any manner whatsoever.
- This return policy supersedes all other previously stated or implied policies and/or procedures.

2. Product Returns

- All products that are returned for credit require a RA (Return Authorization). To obtain an return authorization number contact:

  1-800-711-6776 option 1 – Customer Care

- All product returned for credit are required to be in original "sellable" condition (non expired) with all included accessories. Product that have been used or activated cannot be returned. The product will be reviewed by the Technical Staff.
- Any product that is returned without all included accessories or promotional items will be subject to a reduced credit. These orders must be reviewed and approved by the Customer Care Supervisor.
- Any product that was special ordered will not be authorized for return, and will not be issued a credit against it for any reason.
- Return authorization will be issued for products that are within a maximum of 60 days from the date of shipment from the Honeywell facility.
- Any product with a shelf life, such as gas cylinders, will only be issued a return autorization if it is within 30 days from the date of shipment from the Honeywell facility.
- Shipping charges are non-refundable unless due to a Honeywell error.
- Product returned for credit will be subject to a 25% restocking fee.
- Return Authorization number must be prominently displayed on the outside of the shipping box.
- All products returned to Honeywell must be sent freight pre-paid. The sender is responsible for carrier loss or damage.

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- Product will be considered abandoned without proper documentation and if no contact with the customer can be made within thirty (30) days of receipt. At that time, the abandoned merchandise will be returned to the sender.
- All inter-company returns must be approved by Site Manager and QA Manager prior to processing.

3. Repair and RA Procedure

- All products that are returned to Honeywell for repair require a RA (Return Authorization) number. To obtain an return authorization number call :

  1-800-711-6776 option 1 – Customer Care

- Return authorization number must be prominently displayed on the outside of the shipping box.
- Include a packing slip that has the Return Authorization number, a content list, and a detailed description of the problem should be included with each return.
- All products returned must be sent freight pre-paid. After product is processed, Honeywell will pay for shipping product back to customer via UPS ground for warranty situations. For all non-warranty circumstances, product returned will either be sent freight collect or prepaid and charge.
- Product out of warranty will be repaired after customer acceptance of estimate.
- Product will be considered abandoned if no contact with the customer can be made within thirty (30) days of receipt. At that time, the abandoned merchandise will be returned to the sender un-repaired.

4. Advance Replacement Policy

- Honeywell offers an option for advance replacement for selected product that fails within the duration of the warranty period.
- Call Honeywell Customer Care to obtain a replacement at

  1-800-711-6776 option 3 – Technical Support

- Honeywell will process a no-charge order to replace product during warranty period upon qualification. All returned products must comply with the guidelines described under "General Terms and Conditions".
- All products shipped as an "Advance Replacement" will be sent freight pre-paid.
- The defective product must be returned within 30 days of shipment of replacement.

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