

WearCheck Oil Analysis Service

RETURN POLICY



RETURN POLICY ON SAMPLE KITS

WearCheck sample analysis kits must be less than one (1) year old from the date of invoice. In order to return sample kits please contact us to receive an RMA which will be provided within 24-48 hours. No returns will be accepted without receiving an RMA number in advance.

Sample kits older than one year may not be returned for credit. Sample kits can, however, still be returned for analysis. WearCheck reserves the right not to process sample kits that arrive after five (5) years from the purchase date.

Custom sample kits, including customer-specific branded kits, pre-labeled kits, and scheduled sampling kits are subject to a 30% restocking fee.

All other returns are returnable for a WearCheck and/or Lubrigard credit only, unless returned as the result of fault by WearCheck.

In order to expedite a return, please have the following information on hand when requesting an RMA number: Customer account number, invoice number, reason for return.

Customer is responsible for shipping charges to the WearCheck warehouse for all products being shipped for credit if it was an ordering error by the Customer. Customer is responsible for all risk of loss and damage to products being shipped for credit. Please fully insure return shipment in case of loss or damage, shipment must be sent prepaid. Please use a carrier that is able to provide you with proof of delivery such as Purolator, UPS or FedEx. This is for your protection as well as ours to ensure quick action on your return.

WearCheck USA

501 Madison Ave.
Cary, NC 27513
USA

Phone 1-800-237-1369
Fax 919-379-4050

WearCheck Canada

C8-1175 Appleby Line
Burlington, ON L7L 5H9
Canada

Phone 1-800-268-2131
Fax 905-569-8605

Note: All sample kit returns require an RMA number. Please use the contact information above to contact the appropriate WearCheck laboratory prior to returning sample kits.



THE LEADER IN OIL ANALYSIS

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WearCheck USA
WearCheck Canada

501 Madison Ave., Cary, NC, 27513
C8-1175 Appleby Line, Burlington, ON, L7L 5H9

Tel 919-379-4102
Tel 905-569-8600

Toll-free 1-800-237-1369
Toll-free 1-800-268-2131

Fax 919-379-4050
Fax 905-569-8605

URL <http://www.wearcheck.com>
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