



Canada Sensors Technology Inc.

Manufacturer of Advanced Technology Pressure & Level Transmitters

Canada Sensors Technology Inc.

Return Material Policy

A product return to CANADA SENSORS TECHNOLOGY INC. must have a CST issued Return Material Authorization (RMA) number. Warranty returns may require proof of purchase (invoice number and date). **CONTRACTUAL TERMS & CONDITIONS SHALL PREVAIL for AUTHORIZED DISTRIBUTORS.**

An RMA is valid for 30 days from issuance and product must arrive at CANADA SENSORS TECHNOLOGY INC. within that validity period.

All product must be shipped freight prepaid.

The RMA number must be clearly visible on the outside of the package. A packing list must be included clearly showing the RMA number, part number, quantity, and reason for return.

CANADA SENSORS TECHNOLOGY INC. CANNOT BE HELD RESPONSIBLE FOR ANY PRODUCT RETURNED WITHOUT AN RMA NUMBER AND ANY SUCH PRODUCT MAY BE REFUSED AND RETURNED AT THE CUSTOMER'S EXPENSE.

An RMA number is issued in good faith based upon customer's representation of the product quantity, condition, age and reason for return. All returned product will be inspected by CST. If the product is found to be other than that originally represented, the shipment will be returned at the customer's expense.

An RMA may be requested by contacting CANADA SENSORS TECHNOLOGY INC. Customer Service via email: sales@canadasensors.com

I. Warranty Returns

Product under warranty must have an RMA number and be returned to CANADA SENSORS TECHNOLOGY INC. freight prepaid. If the product is determined to be covered under warranty, the product will be repaired, replaced or a credit will be issued at CANADA SENSORS TECHNOLOGY INC.'s option under CANADA SENSORS TECHNOLOGY INC.'s warranty terms.



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II. General Terms for Credit Returns

A Product requested and approved to be returned for exchange or credit will only be considered if the product is unused, current standard stock of latest design, and the product is in saleable condition.

CANADA SENSORS TECHNOLOGY INC. reserves the right to reject any return request. If accepted, the return will be under the terms specified herein.

A. Ordered Product Returned for Credit

An approved standard product returned for credit requires an RMA number and must be returned freight prepaid within 30 days of purchase. Proof of purchase (copy of invoice) is required.

B. Credit Memos

Where required, CANADA SENSORS TECHNOLOGY INC. will issue a credit memo for the returned or exchanged product less any applicable restocking or removal charges.

The credit memo will be issued only after receipt and inspection of product.

DEDUCTIONS FROM PAYMENTS SHOULD NOT BE MADE UNTIL A CREDIT MEMO FROM CANADA SENSORS TECHNOLOGY INC. HAS BEEN RECEIVED.

III. Restocking Charges

1. **All returns will be subject to a re-stocking fee**

IV. Safety & Handling Requirements

For the safety of our employees, as well as to meet government regulations, CANADA SENSORS TECHNOLOGY INC. requires the following information to accompany returned products that have been installed.

1. MSDS (if available).
2. Signed decontamination documentation.



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If these items do not accompany the return, the product will not be inspected and the RMA will not be completed. CANADA SENSORS TECHNOLOGY INC. cannot be held responsible for any returned product that has not been decontaminated by the customer. Any such items may be refused or returned at the customer's expense.