



CARBO TECH
CARBON DIOXIDE *Equipment* EST. 1980

Effective: 3/18/24

Revision: 1

At Carbo Tech, we strive to ensure customer satisfaction with our products. If you find it necessary to return an item, please review our return policy outlined below.

1. Return Eligibility Period:

- You may return products within 10 business days from the date of purchase without incurring a restocking fee.
- Returns initiated between 10 and 30 business days from the purchase date will be subject to a restocking fee ranging from 15% to 30%.
- Returns initiated after 30 business days will be evaluated on a case-by-case basis to determine eligibility and may not be eligible for return. For returns deemed eligible, a restocking fee ranging from 15% to 30% will be applied.

2. Eligibility Criteria:

- Items must be in their original condition, unused, and in the original packaging.
- Products with evidence of use, damage, or missing parts will not be eligible for a refund.

3. Return Process:

- To initiate a return, please email your sales representative at Quotes@carbotech.com.
- Provide your order number, reason for the return, and any relevant details.
- A Return Merchandise Authorization (RMA) will be issued upon approval.

4. Return Shipping:

- Customers are responsible for return shipping costs unless the return is due to a Carbo Tech error.
- Once Item has been shipped for return, please provide your sales representative with the applicable tracking number for shipment.

5. Refund Process:

- Refunds will be processed once the returned item is received, inspected, and approved.
- The refund amount will be issued via credit memo for the original purchase price minus any applicable restocking fees and shipping costs, unless return is due to a Carbo Tech error.

6. Exceptions:

- Any items fabricated by Carbo Tech will not be eligible for return unless they are deemed defective or damaged. If an item is found to be defective or damaged, a replacement item may be fabricated as a replacement once the original item is returned.

7. Damaged or Defective Items:

- If you receive a damaged or defective item, please contact us within 5 business days of receiving the product for assistance.

Carbo Tech, Inc. reserves the right to modify or update this return policy at any time.

Please see [Carbotech.com/returns](https://www.carbotech.com/returns) for current revision.