

RETURN POLICY AND PROCEDURE

Help Us Process Your Return Quickly and Efficiently!

TO AVOID DENIAL OR DELAY, PLEASE REVIEW THIS DOCUMENT CAREFULLY

Returns can ONLY be processed if the following steps are STRICTLY followed

NOTE: ALL RETURNS ARE CAREFULLY INSPECTED UPON RECEIPT!

All returned packages will be thoroughly inspected and a determination will be made if eligibility requirements are met for credit, replacement, exchange or repair. Please be sure to follow the return guidelines to avoid any delay or denial of processing your return.

Processing a return may take up to 7 business days from the time your return is received.

RETURNING A DEFECTIVE ITEM

Unless otherwise specified, we gladly accept defective exchanges on products within 30 days of original order date. Master Tool Repair shall have sole discretion as to the credit method. We may issue a credit, ship a replacement product, exchange or we may repair the item and return it to you.

MANUFACTURER RESTRICTIONS

Some manufacturers have implemented returns restrictions that prevent Master Tool Repair from being able to accept returns or offer exchanges, replacements or credits on certain products (such as pumps, motors and new units).

Please call or email Master Tool Repair if you have any questions regarding these products before purchasing these items.

NON-DEFECTIVE RETURNS

Returns of NON-DEFECTIVE items that are returnable by Master Tool Repair to product manufacturers may, at Master Tool Repair's

ALL ITEMS WILL BE INSPECTED AND TESTED UPON RECEIPT. Credit for the item(s) and/or replacement of the item(s) will NOT be issued if any discrepancies are found in Master Tool Repair's return policy.

The following criteria will be followed in rejecting returns and refusing credit:

- Products which are improperly packaged
- Products returned in non-qualified shipping container
- Packages affixed with counterfeit label(s) or affixed with labels exhibiting tampering
- Packages returned without an RMA number.
- Packages returned without a copy of the original invoice (order form).
- Products (kits) that are incomplete; missing items
- DAMAGE: Cracks, dents, scratches, defacement, abuse, torn or punctured
- DAMAGE: Loose, damaged or removed screws/fasteners
- Product Categories: Capacitors are a **NON-RETURNABLE ITEM.**
- Product Categories: Complete new compressor units shipped by truck are a **NON-RETURNABLE ITEM.**
- Product Categories: Graphite gaskets are a **NON-RETURNABLE ITEM.**

sole discretion, be accepted for return. **NON-DEFECTIVE RETURNS MAY BE SUBJECT TO A 20% RE-STOCKING FEE** and such returns will be for store credit or refund at Master Tool Repair's sole discretion within 30 days of original invoice date.

CAPACITORS & GRAPHITE GASKETS
CAPACITORS AND GRAPHITE GASKETS ARE CONSIDERED NON-RETURNABLE ITEMS.

CUSTOMER SUPPORT

Master Tool Repair will be more than glad to help and to suggest parts to repair your unit. Be aware that **we do not guarantee** that the part (or repair) will be 100% correct or solve your unit's problem. Your local authorized repair shop is the only one that can give a 100% guarantee by being able to actually view and personally diagnose your unit. **Any and all parts ordered by the customer are at the customer's sole discretion.**
All returns will be handled according to Master Tool Repair's return policy.

STEP 1: Check Your Return

ALL products being returned must be 100% complete and must be packaged in ORIGINAL PACKAGING. All parts, packing materials, manuals, blank warranty cards, accessories, documentation **and a copy of the original invoice/order form** must be included in the original packaging, as provided by Master Tool Repair and/or the manufacturer. A return will not be processed, or a restocking fee may be charged in the event ANY item(s) included in the original shipment to you is not present in the returned package. Items sent for return consideration will be immediately denied and Master Tool Repair return policy will **NOT BE HONORED** in the event that a return shipment is received by us improperly packaged, altered or physically damaged.

STEP 2: Obtain a Return Merchandise Authorization (RMA) Number

Returns will not be accepted at our warehouse without a valid Return Merchandise Authorization (RMA) number. **The RMA number should be written on the outside of the item (box) being returned.** Any returned item received without an RMA number will be rejected, documented and discarded. RMA numbers will expire after 14 days.

STEP 3: Ship and Insure Your Return

We STRONGLY recommend that you fully insure the package you are returning. **THIS IS FOR YOUR PROTECTION**, in the event the package is lost or damaged in transit. We suggest customers use a "traceable carrier" (i.e. UPS, FEDEX) that can provide a "proof of delivery." Master Tool Repair shall not be responsible for items returned that are lost or damaged in transit. **Postage and handling charges, both to and from our warehouse will be paid by the customer**, and is non-refundable. At our discretion Master Tool Repair may reimburse shipping charges related to the EXCHANGE of DEFECTIVE products. If you have any questions about shipping reimbursement for DEFECTIVE EXCHANGES please ask the customer service representative issuing your return merchandise authorization for clarification.

SHIPPING ADDRESS (RETURNS):

**Master Tool Repair, Inc
1226 Executive Blvd.
Unit 105
Chesapeake VA 23320**

In the event that the product being returned does NOT meet the requirements described in this document, we will photograph the merchandise, package and prepare a detailed summary of our determination to deny the return. The merchandise WILL NOT be returned to the customer. Please call us at to discuss alternative resolutions for difficulties with products not qualifying for return or exchange.

IMPORTANT NOTES: If you wish to return damaged or defective merchandise, or if you need an exchange, Master Tool Repair will process your return in accordance with the Return Procedures described on this page.

Returns of NON-DEFECTIVE items that are returnable by Master Tool Repair to product manufacturers may, at Master Tool Repair's sole discretion, be accepted for return. **NON-DEFECTIVE RETURNS MAY BE SUBJECT TO A 20% RE-STOCKING FEE** and such returns will be for store credit or refund at Master Tool Repair's sole discretion within 30 days of original order date.

Returns received between 31-60 days will receive store credit only (no refund) to be used within 90 days from date of original purchase. Returns after 90 days will not be allowed and no credit will be issued if returned.

For truck shipped items - do not return "collect" as this amount will be deducted from your credit. Complete new compressor units shipped by truck are **non-returnable**. If for any reason there is a problem with your new unit, we will have it repaired based up on that manufacturer's warranty (terms and conditions).

Please call us or send us an email if you have questions about which products are returnable, which products may be subject to a restocking fee or for an explanation of circumstances under which a restocking fee may be charged.