

## EASE RETURN POLICY

If you need to return a product for any reason, please call us at 570-587-7080. EASE accepts merchandise returns for most products\* and will replace the product or refund your money at your option (a restocking fee\*\* may be applied). For all products returned, the customer is responsible for all shipping and handling charges. All returns must be made within 30 days of date of invoice. In order to facilitate Return Processing:

- All returns must be made within 30 days of date of invoice and be accompanied by a copy of the Packing Slip or Invoice and an RMA Number.
- Call Customer Service at 570-587-7080 to obtain a Return Merchandise Authorization Number (RMA #). Call between 9:00 AM and 5:00 PM EST. Have the following information available when you call: customer name, invoice number, item number, sales representative name (if applicable) and reason for return.
- Return merchandise in original packaging and in resalable condition or you will be charged a restocking fee\*\*. Each package must be identified with the proper RMA number on the outside of the box and a copy of the Packing Slip or Invoice must be enclosed. Incomplete and damaged packages will not be accepted.
- Wrap the package securely and send the package to the address below. For your protection we recommend that you use UPS, FedEx or insured parcel post for shipment. Should the items be lost or damaged in transit, carriers require that you file the tracer or claim. Ship freight prepaid. COD's are not accepted.
- **Send Returns To: EASE Diagnostics, 187 Commerce Dr, Scott Township, PA 18447**
- When an RMA has been opened and the number issued, EASE must be notified if, for any reason, the items will not be returned within 30 days, for domestic RMA's and 45 days for international RMA's, from the initial request date. Materials not returned within the specific period will be invoiced at the full list price.

\* The following products are not returnable: Electronic Software Downloads; Exhaust Gas Analyzer Units and Accessories; Laptop PCs and Accessories; Desktop PCs, Monitors and Accessories; PAS and NCAS Emissions Systems; Gas Cap Tester Fuel Cap Sets; Gas Cap Tester Units or Kits that have been opened; Printers that have been opened; Bar Code Scanners that have been opened; LED Flares, Batons or Safety Cones that have been opened or used; Customized Items and "Special Order Items."

\*\* At least a 15% restocking fee will always be applied to the following products: Current Probes, Wireless Accessories, LED Flares, Batons and Safety Cones. All Items returned due to customer error may be subject to a 15% restocking charge. At least a 15% restocking fee will be charged if the item is not returned in resalable condition. The restocking fee will be based on the total amount invoiced for the item(s) being returned.

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Products are deemed accepted unless EASE is notified within 10 days of delivery of damaged materials or missing items. No returns may be made for any reason without a Return Merchandise Authorization Number (RMA #) issued by EASE. If product delivery is refused or products are returned without an RMA #, such products will be held by EASE awaiting the customer's instructions for 20 days, after which EASE may deem the products abandoned and dispose of them as it sees fit without crediting the customer's account.

Damaged Items - If your order arrives and the packaging appears to have damage, do not refuse the shipment. Note the damage on the carrier's documentation when signing for the product delivery. *It is important to keep the shipping carton, packing material and parts intact.* Test the product. If the item fails, contact EASE Customer Service at 570-587-7080 to initiate a claim. Damaged items must be reported within 10 days of product delivery. Damaged items not reported within 10 days or for which the shipping material is thrown away will be invoiced at the full list price.

Missing Items - Carefully inspect your package contents to make sure that there are no items missing. If an item appears to be missing, contact EASE Customer Service at 570-587-7080 to initiate a claim. Missing items must be reported within 10 days of product delivery. Items not reported as missing within 10 days will be invoiced at the full list price.