



In this document:

1. Return Policy
2. Warranty Policy
3. Shipping Policy

If you have any questions or concerns regarding anything you read in this document, please contact us via email at info@myerscontrols.com or by phone at 604-544-5094.

RETURN POLICY (updated November 23, 2016)

- *Prior* authorization is required.
- All returns must be made within *30 days* from date of invoice.
- All returns must include, at minimum, the original packing slip or invoice and original packaging.
- Any items returned must have packaging that is *unmarked/unsoiled*.
- Any items returned via courier must be sent *prepaid*.
- A minimum 25% restocking fee (or \$25.00, whichever is greater) *may be applied*.
- All cash sales are **final**.
- All *installed parts* and *special order parts* are **non-returnable** and **non-refundable**.
- Original freight charges (air or ground) are **non-refundable**.

WARRANTY POLICY (updated November 23, 2016)

Please note: **All warranties are handled as per our individual manufacturer's policies and include decisions on shipping charges and date codes.**

- Prior authorization is *required*.
- All returns and subsequent credits are approved or denied based on the *manufacturer's inspection*, not Myers Controls.
- Myers Controls does not supply *advanced warranty replacement* product. All product must be purchased while warranties are under consideration.
- If the manufacturer decides to repair or replace the product in question, Myers Controls will give such repaired or replaced item in lieu of credit.
- All items sent to us via courier must be sent *prepaid*.
- All warranty claims require a minimum of one month for processing. This is based on our individual manufacturer's timelines and is subject to change due to unknown factors regarding courier and manufacturer scheduling.

SHIPPING POLICY (updated November 23, 2016)

- All items measuring over 35" in length will be subject to an additional *\$10.00 packing & shipping charge*.
- Due to policies set by local couriers, any item made of glass is **uninsurable** during shipping and we strongly recommend customers arrange for pickup of such an item if at all possible.