

Spare Parts Return Policy

General Overview

- Parts returned for credit must be in new condition and must not have been used or installed on any equipment.
- Items must have been shipped within the past ninety (90) days. Spare parts older than ninety (90) days cannot be returned for credit.
- Only returns with an original list price of \$200.00 or greater will be eligible for return.
- Parts must be returned in original packaging (or equivalent).
- All returns will be subject to a TapTone quality inspection upon receiving the returned goods and must, in the sole discretion of TapTone, meet the "new and unused" condition to be eligible for credit, less the restocking fee.
- Parts which meet these conditions will be assessed a 15% restocking fee, based on the original selling price.
- Parts which do not fully meet the "new and unused" condition may be subject to a 25% restocking fee or declined credit and returned to the customer.
- Return shipping fees, taxes, duties, or any handling or processing fees not pre-paid by shipper will be deducted from any approved credit.

Exempt Parts

- Parts considered consumables, which may have a limited shelf life, are not eligible for return credit, regardless of the condition.
- Special order parts, which are custom in nature, may not be eligible for return credit.

RMA Requirement

- All returns **MUST** have a TapTone issued RMA prior to being returned. Returns received without a RMA will be returned to sender.
- Parts that are defective upon arrival at the customer will not normally be charged any restocking fees and will be exchanged or replaced as defined in the Terms & Conditions for Sale. Refer to www.taptone.com for the current Terms & Conditions for Sale.

