

TRICOR Systems Inc. Dri-Scope Aid, Return Policy

This policy applies to returns for credit or exchange. Repair/service RMAs may be handled under separate warranty or service procedures.

1. All returns require a Return Merchandise Authorization (RMA) number issued by Customer Service. Contact orders@driscope.com to request an RMA number.
2. Standard return requests must be made within 30 days of delivery. Returns must be received by TRICOR within 30 days of the RMA issue date to be considered for approval.
3. Returned items must be unused, unopened, in resalable condition, and returned in original or equivalent packaging.
4. Issuance of an RMA does not guarantee credit, replacement, exchange, or reimbursement. Credit will be issued only after receipt and inspection of the returned product.
5. Items returned damaged, opened, used, missing components, expired, or otherwise not resalable may be denied credit or receive reduced credit.
6. Original and return freight charges are the responsibility of the customer unless the return is due to a TRICOR error.
7. Disposable returns of over \$1,000 and Equipment returns require management review and may be subject to a restocking fee of up to 35%, depending on product condition, packaging, timing, and resale eligibility.
8. All installations fees are non-refundable.
9. If a returned item is not eligible for credit, the customer may request return shipment at the customer's expense. If no return shipment is requested within 7 days after notice from TRICOR, TRICOR will consider the items abandoned and may dispose of the item as they see fit.
10. TRICOR Systems Inc. reserves the right to amend this Return Policy at any time. By placing an order, the customer is deemed to have accepted the Return Policy in effect at the time of order.

Return Shipping Address

All approved returns must be sent to:
TRICOR Systems Inc.
ATTN: RMA# _____
1650 Todd Farm Dr
Elgin, IL 60123