



Return Policy

1. If the product you ordered does not meet the agreed upon performance criteria, upon acceptance or within 7 days of receipt (whichever comes first), customer has the right to return the device for a full refund minus all shipping costs. For further information regarding the exact procedures, please read below or contact info@rpmclasers.com.

No returned products will be accepted without prior authorization from RPMC.

2. Products (excluding Custom or Made-To-Order products) with no quality or performance-related issues may be returned for a refund, exchange, or credit by either contacting their sales representative, or Customer Service at info@rpmclasers.com, within 7 days of receiving your order. Customer will be responsible for all return shipping fees incurred. A restocking fee of 25%, or higher, is applicable.

3. For Custom or Made-To-Order products, we provide support and repair services but no refunds.

4. Any product that has been modified or altered in anyway does not qualify for a return, exchange, or credit. All returned items must be in brand-new condition, unused (outside of initial qualification) and with its original tags and packaging.

5. RPMC Lasers manufacturers guarantees its products against material and workmanship defects within the warranty period. If a defect arises and a valid claim is received by Customer Service within the warranty period, we have the option to offer you an exchange, repair service, or new components for replacement.

Refund Policy

1. For non-inventoried items, if RPMC has not yet started the part procurement process, and no production has been planned, customer can request a full refund of their order.

2. For non-inventoried items, if procurement has started, or production is in process, buyer may request a partial refund which % will be determined at the time of the request.

3. For Standard and inventoried items, if within 7 days of the product's receipt the buyer finds the product has encountered any of the following issues that cannot be resolved either remotely or by a field service technician, buyer can apply for a refund, exchange, credit or request a repair:

- a. The products do not meet the agreed upon specifications.
- b. The product was received damaged.
- c. The product does not function upon receipt.
- d. The product has a quality problem.

4. RPMC Lasers maintains the right to apply any portion of the refund towards any outstanding balance that is past due from the Customer.

Refund Process

1. Contact your sales representative or info@rpmclasers.com to request a refund.

2. Once authorization for the return has been given, customer is to arrange to have the product returned to RPMC at their expense.



3. Once the device has been received in-house an evaluation and verification of the stated issue will be performed and shared with the customer.

4. If RPMC finds that the returned product meets all specified requirements and has no quality issues, no-refund will be given and an evaluation service fee of \$500 will be charged to the customer and due before product is returned.

5. Once RPMC has confirmed the issues related to the return, the customer will be notified, and a refund will be initiated.

Refund Method

Your refund will be processed in the same manner your payment was received.

1. **If the purchase was made with a Credit Card, we will refund your Credit Card.**
2. **If payment was made via Bank Transfer, we will refund to the appropriate bank account.**
3. **RPMC can also issue a credit for future purchases, at the customer's request.**

The time frame in which you receive the refund will vary according to the method of payment.

Note:

The refund amount does not include any related shipping charges, including but not limited to packaging, duty, taxes, VAT, or tariffs associated with the product.