



## **GRACE TECHNOLOGIES RETURN AND CREDIT POLICY:**

Grace Technologies wants to be easy to do business with and an extraordinary distributor friendly company. Most GracePorts® are built-to-order with the goal of shipping most orders within 2 to 3 days after we receive your order. In the past 15 years in this business, we have accumulated over 10,000 GracePorts® combinations.

- Returns are for account credit only.
- Return Authorizations (RA's) are valid for 60 days.
- Return freight is the responsibility of the customer unless the product is defective.
- Credits must be used within 6 months of the original issue date.
- Grace Technologies reserves the right to refuse returns on products that were custom made for a particular application.
- Returns are not accepted for products over 2 years from date of purchase.
- Restocking fees will be determined by the amount of time which has elapsed since the product was purchased.
  - 1-3 months                      10% restock fee
  - 4-6 months                      20% restock fee
  - 6 months – 2 years              25% restock fee
- Credits must be used within 6 months of the original issue date.

### **GRACE TECHNOLOGIES**

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