

Section I - Return Policy

Returns must meet all applicable criteria

If your returned product does not match all applicable criteria listed below, it will be rejected by our Returns Department and returned back to you at your cost. Consequently, your RMA will be nullified, any credit request will be denied, replacement orders will not be made, and you will be charged for all shipping to and from our Returns Department that may be incurred by Screen Tek. By requesting an RMA and/or shipping a return in violation of this policy, you hereby agree to accept our shipment of the return back to you and to the payment of all shipping costs to and from our Returns Department. Our arrangements with our suppliers and manufacturers allow us no room to make exceptions.

Section II - Refund Policy

Samples

Sample items can be returned within 30 days upon delivery. A full refund will be issued less shipping costs.

Unimprinted Items

For returns on unimprinted items, you must obtain a Return Merchandise Authorization number (RMA number) from a company representative within 5 days upon delivery and Screen Tek must receive the returned item within 10 days of obtaining the RMA number. After receiving the returned item, Screen Tek will issue a 100% refund less shipping costs.

Subsequent to 5 days (but before 30 days), returned items still must have an RMA number and Screen Tek must receive the returned items within 10 days of obtaining the RMA number. However, after receiving the returned item, Screen Tek will issue a refund less a 15% restocking fee and less shipping costs.

If 30 days have passed after delivery, no exchanges or refunds will be issued unless there is a manufacturer defect. Screen Tek has a three (3) month warranty against manufacturer defects applicable to all items.

All returns require an RMA number obtained from a Screen Tek representative in order to return the merchandise.

Imprinted Items

Monogrammed and personalized gifts or items imprinted upon in any manner are not eligible for exchange or refund unless there is a manufacturer defect. Screen Tek has a three (3) month warranty against manufacturer defects.

Section III - Returning Your Items

All returns must include the following:

1. Original packaging (manufacturer's box, Styrofoam, plastic bags, etc.)
2. Original intact UPC barcode. Do not cut out the UPC code (for rebates) until you have examined and tested the product to your satisfaction. Removal of the UPC code voids any possibility of return regardless of RMA or credit request status.
4. Valid Return Merchandise Authorization (RMA). To obtain an RMA number, call Customer Service at 1-888-425-6377.
5. Original packing slip. Do not mail or dispose of the packing slip (for rebates) until you have examined and tested the product to your satisfaction.
6. The return must be complete and include all accessories.
7. Manufacturer documentation (manuals, warranty cards, registration information, etc.)

The RMA number must not be written on the original manufacturer's packaging or box. Please write the RMA number on the label used to return the item or the brown shipping box. Items received with any writing on the original manufacturer's packaging or box will be refused and returned to you at your cost and without credit approval. Thus, your shipping box should look like this:

Screen Tek
RETURNS DEPT.
(your RMA number)
355 Sackett Point Road
North Haven, CT 06473

For your security, please return your package with an insured courier such as FedEx, UPS, USPS Parcel Post. You should retain your receipt as Screen Tek is not responsible for items damaged or lost in transit.

Risk of Loss

The risk of loss for the product being returned shall be with you at all times during the shipment of such product to the returns center and with respect to any shipments from the returns center back to you, the original distributor or manufacturer, or any buyer through the liquidation process. Title to the product being returned will remain with you at all times and transfer from you to the original distributor, or a third party in the case of a liquidation of the return, only upon receipt of the products by such distributors or buyers.

Defective Items

Once your return is processed, has been verified to meet the basic criteria above, and is deemed a manufacturer defect, your remedy may be to receive an exchange of the same item or a 100% refund may be issued to the credit card used for the original purchase. Screen Tek has the sole discretion in determining the appropriate remedy.

For products verified as defective, Screen Tek will reimburse you for your original shipping expenses, provided that your defective item must be returned using UPS or Fedex ground shipment only. Alternative ship methods will not be reimbursed and requests for reimbursement of such expenses will be denied.

Screen Tek in its sole and absolute discretion shall be the sole determiner of whether a product is in fact defective.

Damaged Shipments

Screen Tek makes sure to package each order as well as possible to prevent any damages occurring during transport. Unfortunately, there will be the occasional damaged item.

When shipping damage occurs please make sure that you do not dispose of the original shipping container or any of the packing material. If the original box and packaging materials are not provided, we will not be able to file a claim for your product and you will not be able to get your item replaced. Please re-pack the damaged item as you received it and contact us immediately via email at customerservice@screentek.net. Make sure that you include a detailed description of the damage to the item, as well as a description of the package if there is any damage to the carton.

Once you have notified us of the damage, we will start a claim with the shipping carrier. A representative from that carrier should contact you afterwards in order to review your package. Once confirmed, we will be able to ship out your replacement.

Refusing Shipment

If a shipment of an order is refused, there will be a minimum 15% restocking fee. Shipping charges are non-refundable. This applies to all packages that are shipped back to Screen Tek regardless of whether the customer refuses the package, the customer is not available for several days for delivery, or the provided address is not correct.