

## If I Don't Like the Product I Purchased Can I Return It - FAQ

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We want you to be satisfied with your purchase! If you're not happy with a product, here's what you need to know:

### **Eligible Returns**

You can return most **standard catalog items** as long as they are:

- Unopened
- Unused
- In re-sellable condition

Returns must be made within 10 days of receiving your order.



Please contact our Customer Service team for return authorization before sending anything back.



**Note:** Return shipping and any applicable duties are the responsibility of the customer. MICROSOLV does not cover freight charges for either the original or return shipment.



### **Non-Returnable Items**

Some items cannot be returned once shipped, including:

- Custom-manufactured products
- Custom-cut tubing
- Special-order items
- Software
- Calibration kits
- Clearance or final sale items

Need help with a return or unsure if your item qualifies? Contact our Customer Service team — we're here to help! Click [HERE](#) to send us an email.