

## Product Return Policy Guidelines for Purchased Items

Date: 28-APRIL-2012 Last Updated: 17-JUNE-2025

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

### ◆ Overview

MICROSOLV strives to ensure customer satisfaction and provides a return option for most standard catalog products. Returns must meet specific criteria to qualify, and certain product categories are excluded from return eligibility due to customization, sterility, or regulatory considerations.

Customers must obtain approval before sending any product back, and all shipping costs associated with returns remain the responsibility of the customer.

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### ✓ 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.

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*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.*

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### ⊘ 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
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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.

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