

Rotovac Returns and Trial Period Policy

This policy outlines the terms and conditions for the trial period and returns of Rotovac equipment.

Customers are recommended to call Rotovac for training before or during the first use of the equipment.

I. Trial Period

- 14-day trial period from the date of purchase.
- New business start-ups receive a 30-day trial period from the date of purchase.
- All returns must receive an RMA number from Rotovac before shipping.

II. Return Conditions

- **Shipping costs:** Customers are responsible for shipping costs both ways when returning a product.
- **Restocking fee:** A restocking fee may be applied if the returned equipment is not in “like new” condition, or if the customer does not call for training prior to return. This fee is determined at Rotovac’s discretion and is used to cover cleaning, repair, and repackaging costs.

III. Non-Returnable Items

- **Used electrical items:** All sales of used electrical items are final and non-returnable.
- **Chemicals:** All chemical sales are final and non-returnable.

IV. Shipping Damage

- In the event of shipping damage, the customer must test the damaged part for functionality before any exchange is done.
- If a part is confirmed to be non-functional due to shipping damage, Rotovac will replace it free of charge.
- If the part is functional or has not been tested, the customer is responsible for any shipping costs associated with its return or replacement.