The following terms modify or clarify the HEXAGON METROLOGY, INC. STANDARD TERMS & CONDITIONS OF SALE available at www.hexagonmetrology.us/terms, as updated from time to time (“Standard Terms”). By ordering a product on this price list, you agree to these terms (including the terms below and the foregoing Standard Terms).

Hexagon Metrology – TESA USA return policy
Notwithstanding anything to the contrary in Section 6 (Cancellation and Return) of the Standard Terms:
Products can be returned to the TESA / Brown & Sharpe division of Hexagon Metrology Inc. (“TESA/Brown & Sharpe” or “Seller”) within 30 days from the date of shipment provided they are in perfect condition and in unbroken original packaging, including user manual and quality certificates.
If the Seller determines the product to be defective in material or workmanship, Seller will pay for freight costs, not to exceed 100% of the Product value.
A restocking fee of 20% will be applied in any other case, and the freight costs will be paid by the Buyer.
Any additional work, such as part exchange or repackaging, will be deducted from the credit note or billed separately.

TESA / Brown & Sharpe will not take any products back for credit or exchange if the shipment is older than 30 days.

Only unused standard catalog products in unbroken original packaging are authorized for return. Products must be in Seller’s current price list, in resale condition and in "standard package quantities". E.g., a package of 6 rules must be returned as a package of 6 -- partial quantities will be denied.

The following items are not eligible for return unless special authorization is received:
- Any height gage or tool over $1,000 list
- Any machines from product discount categories beginning w “T”
- Modified Products
- Non-standard products or products manufactured upon request
- Non-saleable damaged products

Warranty

The regular warranty shall cover the first year from the date of sale.

TESA / Brown & Sharpe products subject to claims shall be sent carriage paid, insured and properly packaged by the customer or dealer to TESA / Brown & Sharpe in North Kingstown (Rhode Island), or to the nearest TESA / Brown & Sharpe - certified service shop.

Warranty requests shall be substantiated by a copy of the delivery slip or invoice of the product in question. Furthermore, complaints or defects shall be specified in detail in the accompanying document. Products repaired under warranty or exchanged shall be reshipped to the client or dealer through normal transport means, by regrouping shipments as much as possible with other deliveries.

Conditions of return

If your return is either a normal return or a warranty case, the following conditions apply.

All returns must be assigned a Returned Goods Authorization (RGA) prior to shipment. This RGA will be issued by the TESA/Brown & Sharpe Customer Service Team, and is only valid for 30 days. Please email your request to tesaorders.us@hexagon.com specifying the item number and invoice date. After receiving the RGA, YOU MUST MARK THE OUTSIDE of the package with the number and return it to Brown & Sharpe, 250 Circuit Drive, North Kingstown, R.I., 02852.

Failure to comply with this policy shall result in the refusal to accept the return.

Payment Terms

Standard payment terms are 1% 15 days, net 30 days upon invoice date, subject to credit acceptable to Seller.

North Kingstown, 01/18/2016