



U.V. International, LLC

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Return and Claim Policy

1. **Shortages:**

For shipments from distribution centers, please note all shortages on freight company's Bill of Lading, and notify U.V. International, LLC within 24 hours of receipt, preferably via email or by phone.

If the total number of packages/pallets is correct but there is an item count discrepancy, then notify U.V. International, LLC within 5 working days of delivery.

For container load shipments, U.V. International, LLC should be notified of any and all discrepancies within 24 hours of receipt preferably via email or by phone. If the discrepancy is known at the time of delivery, please sign for the shortage with a note on the freight company's Bill of Lading.

2. **Returns:**

If you need to return a product for ANY reason, please notify U.V. International, LLC for approval. We will NOT accept any returns without a written or verbal authorization from us. Unless you have received the wrong item or the item is defective, we will impose a 20% restocking fee on all returns.

3. **Limited Warranty:**

The incoming quality inspection is the customer's responsibility. Any quality claim must be noted and sent to U.V. International, LLC via email or phone within 5 working days from the date of receipt. If possible, please provide us with the reference cast marks on the product, all markings on the crate, and any digital pictures.

We understand that there are some defects that cannot be detected until later (during machining or installation). We stand behind the quality of our products and will evaluate all such cases on their individual merits. As a general rule, we assume that your purchase reflects an inventory turnover of six months or less. Due to the regulations that govern exports in the countries we import from, all claims are disallowed 90 to 120 days after shipping. However, due to the nature of our business and as a courtesy to our customers, we're extending our product warranty to 1 (one) year from the date of delivery. **Please note that we will not be able to honor any claims after ONE year from delivery date.**

Moreover, U.V. International, LLC limits the liability in the event of defective merchandise to the replacement value of the defective product only. Unless otherwise agreed upon, U.V. International, LLC will in no event be liable for any other loss or damage of any kind, incidental or consequential or the cost of repairs.