

Chicago Stainless Equipment, Inc. (CSE) Return Policy

100% Satisfaction Guaranteed

We stand behind everything we sell. If you are not satisfied with your CSE purchase, you can return it for a replacement or credit within 90 days of purchase.

CSE's guarantee doesn't cover ordinary wear and tear or damage caused by improper use, mishandling, or accidents.

If your item has a manufacturing defect in its materials or workmanship, you can return it at any time. See our [limited warranty](#).

Returning an Item Under Warranty

Within 30 days of the shipping date if you find that the product does not meet your requirements or if you feel that the item is defective in any way, you may return or exchange the item at no cost. Please contact CSE for an RMA and issue a replacement purchase order. A new item will be shipped as directed on the purchase order. Upon return of the original item, it will be inspected and if found to be without damage caused by mishandling or misuse, a full credit will be issued (including the cost of shipping when applicable).

This policy does not apply to Bi-metal Thermometers and built to order products. These items must be returned for evaluation and will be repaired or replaced at CSE's discretion.

After the initial 30 day period and prior to the warranty expiring, if you feel that the item is defective in any way, you may request an RMA and return the item for evaluation. If the item is found to have a manufacturing defect, it will be repaired or replaced at CSE's discretion.

After the warranty period, please contact CSE if you feel that the product has not met your expectations or requirements.

Returning an Item for Credit

Items may be returned for credit within 90 days of the original ship date only if they are unused. Products that have been used, altered, or damaged will not be accepted for return. Bi-metal Thermometers and built to order products are not returnable. Items must be returned to CSE at your expense. Credit will not be

issued for any certification such as material certification (MTR) or calibration certificates, color ranged dial faces, non standard fill medias, stainless steel or paper tags.

Restocking Fee

The products we offer are high precision instruments and must be 100% inspected upon return to the factory, therefore, all items are subject to a minimum 20% restocking fee which will be deducted from the credit. CSE will not refund the original shipping and handling charges unless the product is found to be defective.

Shipping Instructions

Please obtain an RMA from CSE prior to returning any items other than items being returned for standard repair services. Any package received without an RMA or a purchase order for repair, will be returned to sender at their expense.

Carefully package the items being returned. Any damaged caused during return shipment are the responsibility of the shipper.

We recommend you ship insured via a carrier such as UPS or Fed-Ex.

Ship to:

Chicago Stainless Equipment, Inc.
1280 SW 34th St
Palm City FL 34990-3308
772-781-1441