

RETURN POLICY/DEALER INFORMATION



Claims and Returns:

All returns must have prior permission and the Returned Material Authorization number must be clearly printed on the outside of the box and be in new condition in the original packaging. Freight Collect shipments will be refused. A 15% restocking fee may be charged to cover handling on all returns of stocked merchandise. Upon our receipt of authorized returns, please allow for 1-2 days processing for credits and replacement orders to be processed. Please contact customer service for more information on returning an item at **310.784.1010** or Toll Free at **866.249.9143**.

Buyer is deemed to have accepted the products unless notice of rejection is given within a reasonable amount of time, which is agreed to be within seven (7) days after receipt of product. Buyer waives any right to invoke rejection of failure of acceptance thereafter.

Claims of damage or loss in transit must be made directly with the carrier.

Returned products must be in "as new" condition. Product which is "nicked, scuffed, scratched, dinged" or in any way damaged will not be accepted for return.

Special order or custom items are not returnable....

Returns Processing Procedure:

1. Call Probe Industries: 310-784-2977 or 866.718.6270
2. Request a RMA number (Return Manufacturer Authorization)
3. Ensure that items are packed safely and in original manufacturers packaging and in new condition.
4. Label Outside of box (shipping) with RMA #
5. Ship to Probe Industries at: 2555 West 237th Street, Torrance, CA. 90505
6. Allow for 1-2 days processing once we have received the RMA
7. After processing, a credit will be given to your account and or a replacement order will be sent.

Address:

Probe Industries Returns Processing Center:

**2555 West 237th Street
Torrance. CA. 90505**

Phone: 310.784.2977

Toll Free: 866.718.6270

Fax: 310-784-2970

Email: customerservice@probeindustries.com

Dealer Inquiry:

Probe Industries is currently looking for new partners who are interested in distributing and selling our extensive line of high quality products and services. Probe Industries currently offers 3 distinct dealer levels to fit the size of your business; Jobber, Engine Builder and Wholesale Distributor. All three dealer levels have consistent and competitive margins built in to provide our dealers with the unique ability to make a profit on every sale.

If you are interested in becoming an authorized distributor or reseller of Probe Industries products within the United States or Canada or internationally and would like more information please complete the dealer inquiry form below and a Probe Representative will contact you. Or feel free to contact us at:

WWW.PROBEINDUSTRIES.COM

