

Shipping & Return Policy

At Tooltech Industry, we deem shipping, returns, and warranty claims important matters. We take extensive care to prevent any problems from arising regarding the aforementioned. However, when an issue does occur, we take great measures to assure our customers receive top tier service. We handle these negative occurrences in an efficient, effective, and timely manner to foster a positive outcome. Below we offer our basic policies regarding shipping, returns, and warranty claims.

Free Shipping:

- Tooltech Industry offers free shipping to commercial and Residential properties in the

How we send your shipment:

- Standard (ground) delivery ships within 1 business day, and usually arrives 5-7 business days after initial shipment.
- Most orders over 100lbs will be shipped LTL (Less-than-Truckload) and will arrive in 7-10 business days, dependent upon location.
- Customers who require a lift-gate and/or are shipping to a residential location are subject to additional charges.

How we handle incorrect, lost, or damaged shipments:

- We encourage all of our customers to immediately inspect their machine(s) upon delivery. Do not sign for the shipment until you are sure your machine was not damaged during shipping.
- If there is damage to the machine, do not sign for the shipment, and call us without delay.
- Please do not ship damaged items to us before approval, as the damages are the responsibility of the shipping company. If we receive damaged items without notice, you may not receive a refund or replacement.
- To receive a refund or replacement of damaged items, please make sure you *first* contact us about any damaged shipments, and let us handle getting the items picked up and inspected.

Limitation of Liability & Returns:

- Any Machines purchased from Tooltech Industry have a 4-year warranty on parts.
- For a full refund or equal exchange, return used machines in the original packaging within **20 days of receipt**. All returns are subject to a 20% restocking/return processing fee, and well as freight charges to and from Tooltech Industry. Returns must be in the original box and/or packaging, and must not be shelf worn, deteriorated, torn, used, or otherwise not sellable in condition or appearance. No credit will be issued for returns that have been altered or abused.

- Any warranty claims will be handled directly from the original equipment manufacturer according to their warranty policy.
- For any product returns, an RMA (**Return Merchandise Authorization**) must be obtained from Tooltech Industry, or you may not receive a refund. In addition, any goods returned shall be subject to a 20% restocking fee to Tooltech Industry.