



PROVIDING ELECTRICAL DEVICES, AUTOMATION SOLUTIONS
AND VALUE ADDED SERVICES SINCE 1935

800.632.0268 • www.es-e-co.com

Return Policy

This policy defines the conditions under which material may be returned to ES&E. By following this policy customer returns and credits can be issued in a timely and efficient manner minimizing the cost of handling them. This policy applies to orders within 60 days of shipment to the customer and is subject to change without notice due to manufacturers return policy changes.

1. Please contact ES&E to request a return merchandise number. Do not send material back without obtaining a RM number first. Failure to get prior approval before sending material back to ESE could result in material being returned to the customer and credit being denied or delayed.
2. Items normally stocked by ESE can be returned provided the material is:
 - In the unmarked, original carton and in some cases with the factory seal unbroken.
 - A current series
 - Unit has not had power applied or is damaged
 - All manuals and installation instructions must be returned with product
3. Non-stock items, items shipped direct from the manufacturer or large quantities will be subject to the manufactures terms and conditions for return of material. This may include a restocking charge, a testing fee plus freight.
4. All material being returned is subject to a restocking charge upon inspection by ES&E. In addition to a restocking fee, a testing fee plus freight may be applied on some returned items.
5. ES&E RM numbers are valid for 30 days. If material has not been returned or ready for pick up by ES&E prior to 30 days after RM has been entered then RM will be cancelled.
6. Other than ES&E errors, customers are responsible for insuring that material is returned to ESE within this 30-day period.
7. Issuance of a RM number and acceptance of returned material does not guarantee a credit and credits should not be taken on account. Credit will be issued to the customer once material is deemed returnable to ES&E inventory or manufacturer issues credit to ES&E.
8. Contact ES&E for the return of defective or warranty products as these policies vary by manufacturer.

TRIAD AREA (CORP)

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TRIANGLE AREA

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