



THE EASTERN SPECIALTY COMPANY

Returns and Exchanges Policy for TESCO- The Eastern Specialty Company

Effective Date: 12/6/23

Thank you for shopping with TESCO- The Eastern Specialty Company. We appreciate your business and want to ensure your satisfaction with our products. Please read our Returns and Exchanges Policy carefully before making a purchase. By shopping on our website, you agree to the terms outlined below.

1. Eligibility for Returns and Exchanges:

- We accept returns and exchanges within 10 days of the original purchase date.
- To be eligible, items must be unused, in their original condition and with all packaging intact.

2. Process for Returns and Exchanges:

- To initiate a return or exchange, please contact our customer support team at info@tescometering.com or 215-228-0500.
- Provide your order number, the name of the item you wish to return or exchange, and the reason for the return.

3. Return Shipping:

- Customers are responsible for the cost of return shipping unless the return is due to an error on our part or a defective product.
- We recommend using a trackable shipping method to ensure the safe return of the item.

4. Refunds:

- TESCO does not offer refunds unless the reason for the return is a defective product.
- IF a refund is made due to a defective product, it will be issued to the original payment method used for the purchase.
- If a customer would like to return a non-defective product, TESCO will offer the customer a credit towards a future purchase, less a 20% restocking fee.

5. Exchanges:

- If you would like to exchange an item, please specify the replacement item you wish to receive.
- Exchanges will be processed once the original item is received and inspected.
- Any exchange issued will incur a 20% restocking fee.

6. Damaged or Defective Items:

- If you receive a damaged or defective item, please contact us immediately with photos of the damaged or defective product.
- We will provide instructions for returning the item and will either replace it or issue a refund, depending on your preference.

7. Non-Returnable Items:

- Certain items such as custom printed meter seals and any special made-to-order items are non-returnable



8. Late or Missing Refunds:

- If you haven't received a refund within a reasonable timeframe, please check your bank account and contact your credit card company.
- If the issue persists, contact us at info@tescometering.com for further assistance.

9. Policy Changes:

- This Returns and Exchanges Policy is subject to change without notice. Any updates will be reflected on our website.

If you have any questions or concerns regarding our Returns and Exchanges Policy, please contact our customer support team at info@tescometering.com or 215-228-0500. We appreciate your understanding and cooperation.

Thank you for choosing TESCO- The Eastern Specialty Company.