



TESCO METERING

## TESCO Shipping and Return/Exchange Policy

Effective Date: 2/18/2025

Thank you for choosing TESCO Metering. We are committed to providing a smooth shopping experience, from order fulfillment to returns and exchanges. Please review this policy to understand our procedures. By making a purchase on our website, you agree to the terms outlined below.

### Order Fulfillment & Shipping

#### Order Processing Time

- Orders are typically processed within 1 to 3 business days from the date of purchase.
- Business days are Monday through Friday, excluding holidays.

#### Order Confirmation

- After placing an order, you will receive a confirmation email with details of your purchase.
- Please review the confirmation and contact our customer service immediately if there are any discrepancies.

#### Shipping Methods & Costs

- Online orders placed in the continental US will be shipped FOB Shipping Point via UPS Ground and will incur a \$20 flat rate shipping fee. For orders placed via [salesorders@tescometering.com](mailto:salesorders@tescometering.com) or through a salesperson shipping cost will be calculated based on the selected method (standard or expedited) and destination.
- Free shipping may be available for orders meeting specific criteria—please check our website for promotions.

## Shipment Tracking

- Once shipped, you will receive a confirmation email with tracking information to monitor your order's progress.

## Delivery Time

- Delivery times vary depending on the shipping method and destination.
- While we strive to meet estimated delivery times, unforeseen circumstances (weather, carrier delays, etc.) may impact delivery.

## International Shipping

- We offer international shipping to select countries.
- Customers are responsible for customs duties, taxes, and fees associated with their order.
- [Click here](#) to request a quote for shipping to your location.
- Canadian Customers: please email our Canadian Company, Mesurina, with product details at [mesurina@mesurina.com](mailto:mesurina@mesurina.com).

## Order Changes & Cancellations

- Changes or cancellations can be made within 3 hours of order placement. After this period, orders are considered final.

## Backorders

- In the rare event an item is out of stock, we will notify you. You may choose to wait or select an alternative product.

## Returns/Exchanges

### Eligibility for Returns/Exchanges

- Returns/exchanges are accepted within 10 days of the original purchase date. No refunds will be given; credit memos for future purchases will be issued. You will have one year to use the credit memo.
- Items must be unused, in original condition, and with all packaging intact.

### Process for Returns & Exchanges

1. Contact our customer support team at [info@tescometering.com](mailto:info@tescometering.com) or 215.228.0500.
2. Provide your order number, item name, and reason for return or exchange.

3. Ship the item back using a trackable shipping method (recommended).

### **Return Shipping**

- Customers are responsible for return shipping costs, unless the return is due to an error on our part or a defective product.

### **Refunds/Credit Memo**

- TESCO does not offer refunds. If the product is deemed defective, we will do everything to repair it or will offer a replacement product.
- If a refund is issued due to a defective product, we will issue a credit memo towards future orders. You will have one year to use the credit memo.
- If a non-defective product is returned, customers will receive a credit memo, minus a 25% restocking fee. You will have one year to use the credit memo.

### **Damaged or Defective Items**

- If you receive a damaged or defective item, please contact us immediately with photos of the product.
- We will provide instructions for returning the item and offer either a replacement or a credit memo for a future purchase. You will have one year to use the credit memo.

### **Non-Returnable Items**

- Custom-printed meter seals and special made-to-order items cannot be returned.

### **Policy Changes**

This policy is subject to change without notice. Updates will be reflected on our website.

For any questions, contact TESCO Metering Customer Support at:

[info@tescometering.com](mailto:info@tescometering.com) or 215.228.0500.

***Thank you for choosing TESCO Metering for your metering needs!***