

Information for resellers of Thames & Kosmos products regarding defective and damaged products, and product returns:

Limited Warranty

Thames & Kosmos will endeavor to replace all defective parts for any product for up to one year from the original purchase date of the product. Defective means that the part falls below the norm in physical form and/or function, and was received by the Customer in such a state. Defective does not include parts that are broken or rendered useless by the Customer, and does not include damages caused by normal wear and tear. To request a replacement part, Customers should contact Thames & Kosmos Technical Support at:

Phone: 800-587-2872

Email: techsupport@thamesandkosmos.com

Web: www.thamesandkosmos.com

Return Policy

Thames & Kosmos will accept returns of defective products under the following conditions:

1. All product returns must be preceded by contact with the Thames & Kosmos technical support staff. Contact may be made by the Customer or the Reseller. Thames & Kosmos Technical Support will attempt to resolve any problems. For Support, call:

Phone: 800-587-2872

Email: techsupport@thamesandkosmos.com

Web: www.thamesandkosmos.com

Technical Support will attempt to troubleshoot the problem that the Customer is experiencing by offering instructions on how to properly use the product, advice on what the Customer may be doing incorrectly and/or providing replacement parts for damaged or defective parts.

2. A Customer Service Representative of the Reseller must inspect the product upon return by the Customer to ensure that all major components are still present. Thames & Kosmos will not accept returns of products from which the Customer has removed individual components. The Reseller is responsible for not selling any incomplete kits to the Customer.

3. If Customer Service Representatives and/or Receiving Personnel determine that a product is defective and must be returned to Thames & Kosmos, the Reseller must call for a return authorization (RA) number. Products returned without an RA number will not be accepted. Reseller must also specify, in writing, the specific reason for which the product is being returned.

For Return Authorization, CALL: 401-459-6787 or 800-587-2872

4. Thames & Kosmos will not reimburse any additional expenses for returned products other than the wholesale cost of the product less any discounts the Reseller received on the product.

5. Products that are damaged in transit are covered by the Carrier. Thames & Kosmos fully insures all product shipments.

6. Returns of overstocked products are generally not allowed. If Reseller wishes to return overstocked product, please contact a T&K customer service rep. A 20% restocking fee will apply to any product authorized for return.