



Schilling Graphics
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Return Policy

Returns

All returned products will be thoroughly inspected and a determination will be made if eligibility and conforming requirements are met. Please verify that the product you are returning meets the below guidelines and qualifies for return to avoid any delay in, or denial of, processing your return. If a non-conforming product is accepted for return, Schilling Graphics reserves the right to charge a restocking fee of 15%. Return processing may take up to 10 business days from the time your product is received. Shipping and handling charges are not refundable.

Inspection Criteria

- Products must be in the original manufacturers packaging and shipped securely.
- Products must be complete with any standard certification labels (UL listing, capacity, brand name) originally placed and not tampered with.
- Products must be free from damage of any type, including but not limited to dents, scratches, cracks, abuse, or defacement.
- Products labeled with a security seal must have the seal intact and not tampered with. □
Emulsion, film and any liquids must be returned un-opened.

Screens and Frames

Schilling Graphics Screens and Frames are considered custom tooling and are not eligible for a return, or refund, unless found to be non-conforming to agreed upon specifications. If your Schilling Graphics Screen and/or Frames are non-conforming to agreed specification please follow "Defective Products" outlined below.

Defective Product

If a product is found to be defective, proof should be submitted with your request for a Return Authorization Number. Products should then be shipped back to Schilling Graphics in the state that they were received. Once the product is inspected and the defect(s) confirmed, Schilling Graphics will issue a refund or replacement product at the customer's request.

Return Authorization Number

Returns will not be accepted without a valid Return Authorization Number. Unless otherwise specified in the item listing on our website or in our Return policy, you may request a Return Authorization Number up to 10 business day after the date of receiving your order. Return Authorization Numbers expire after 15 business days, but we encourage you to return the product

as soon as possible. Any return we receive without a valid Return Authorization Number will be documented and rejected or subject to a restocking charge at Schilling Graphics' sole discretion.

Screen Printing Pre-Press Services, Photo-tooling & Screen Fabrication Since 1962

PROMISSORY NOTE

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Shipping Damage

All products should be inspected for shipping damage within 1 calendar day from receipt. If a product was damaged during shipping, please send visual proof to Schilling Graphics, within 1 calendar day of receiving the shipment, so the claims process may begin and a replacement order can be processed.

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