Shipping Policy

Standard Processing

Standard Processing Orders are processed on the first available business day after your order is placed. In most cases, upon receiving the purchase order, your order will be processed the same day and shipped in 2-3 business days, depending on product availability. Daily cutoff for purchase orders is 12:00pm CST, **any orders received after 12:00pm CST will be considered received the following working day.**

Expedited Processing -

If customers wish to have their order shipped earlier than the standard processing time (as outlined above) and product is available, they will be charged the following.

- $100 Expedited Fee for orders UNDER $999 needed to be shipped earlier than 2 business days.
- $250 Expedited Fee for orders WITHIN $1,000-$9,999 needed to be shipped earlier than 3 business days
- $500 Expedited Fee for orders OVER $10,000 needed to be shipped earlier than 5 business days

Shipping -

Standard shipping method is ground. If customers wish to ship their order overnight, next day air, 2nd day air, etc. the order will ship in the standard processing time (2-3 business days) unless the additional expedited fee is added (as outlined above.) All shipping methods will have tracking information.

Shipping Restrictions -

Residential – We are unable to ship to P.O. Boxes and/or APO/FPO addresses. Please provide a street location to receive your order. Shipping to a residential address will require signature for delivery.

Commercial – We are unable to ship to P.O. Boxes and/or APO/FPO addresses. Please provide a street location to receive your order. FedEx, UPS and USPS do not normally require a signature upon delivery.

Hazardous Material Fees -

Orders of Calibration Kits and Gas cylinders will require shipment of Hazardous Materials. A flat $60 hazmat fee will be added to all orders with hazardous materials. All Hazardous Material Fees are the responsibility of the customer and will be added to the order when applicable. All Hazardous Material transactions are nonrefundable.

RMA Policy (Return Merchandise Authorization)

RMA Statement:

- RMA Expiration – If product is not received by Macurco within 90 days of the request date, the RMA will expire. A new RMA must be requested before the product is returned to Macurco Inc. or services/credit may be declined.
- Service Level Agreement –
    - **Credit Requests**: Once items are received by Macurco the RMA is generally processed within 7 to 10 business days.

      Warranty products sent in for credit that are determined to be in working order will be denied credit and returned to the customer.
    - **Service Requests**: Once items are received by Macurco, the RMA is generally processed and return shipment tracking available within 24 to 48 hours.

      Note: Service Requests that require a purchase order for replacement parts and fees may take longer if the purchase request is not received prior to or along with the product. Larger quantities may take longer to process.
      Repairs are subject to parts availability.
    - **Warranty Requests**: Macurco provides advanced replacements on items under warranty. Once items are received by Macurco they will be evaluated to determine if the unit is faulty.

How to request a return:

If you have an issue with your item, please contact our Support Center to submit a support ticket. During the support ticket process, a member of the support team will provide troubleshooting steps prior to providing an RMA.

Please carefully follow our warranty process to minimize any delays:

1. Describe the concern with your item in detail:
    a. What happened?
    b. When?
    c. How?
    d. Please also state your full order number and product information
        i. Model
        ii. Date Code and/or Serial number
    e. If you are not a distributor, what distributor was the item purchased through? What location was the product purchased from?
2. Tell us what steps you have already taken to resolve the issue.
3. Send a clear photo or video showing the defect(s).

NOTE: Photos/videos should ideally be clear and focused, taken under good lighting conditions, and from a close to medium distance. This allows us to identify and verify the issue(s).

To check the status of an RMA please contact our Customer Service department.

Missing or incorrect items:

Please be sure to open the parcel and carefully check the contents before signing for the package.

For any issues, please carefully follow our warranty process to minimize delays:

1. Contact our Support Center with your order number and the product code (SKU number).
2. Please send us a clear picture of the outer packaging, all shipping labels visible, and (if applicable) the item received.

Possible Solutions:

- If there is an item missing, we will send the missing item/accessory free within 30 days of receiving the order.
- If we have shipped an incorrect item: we will either ship a replacement item or offer a full refund. In a case of replacement items being shipped, a shipping label will be included for the return of the incorrect items to Macurco. The incorrect items must be in transit or delivered to Macurco within 30 days of receipt of replacement items. If items are not returned, the customer will be invoiced for the replacement items.

Macurco Inc.

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