

### Tach-It Return Policy:

Thank you for your purchase of our Tach-It products. In the case that you need to return an item, please find our policy below:

- 1) Any requests for returns must be made within working 5 days of receipt of order and returns must be received by Ben Clements and Sons, Inc. within 14 days after submission of our RMA number.
- 2) No returns will be accepted without written authorization and an issued RMA number per the below.
- 3) Requests for returns must be submitted in writing to Ben Clements and Sons, Inc., either via email to [sales@tach-it.com](mailto:sales@tach-it.com) or faxed to 201-440-1455.
- 4) Upon receipt of the request for return, Ben Clements and Sons, Inc. will issue and RMA form which must be completed in full and returned to us per the instructions located on the form. If we determine that the products do not meet our requirements for a return, a written notification will be issued.
- 5) If the return is accepted, an RMA number will be issued upon receipt of the return form and sent to you. The referenced RMA number for that return must be included and visible on all paperwork and packages returned to us. If the proper RMA number is not referenced Ben Clements and Sons, Inc., reserves the right to refuse this shipment and it will be returned to the shipping company at their expense.
- 6) All packages must be returned to us freight prepaid and meet the following condition.
  - a. The product must be in new, resalable condition as received.
  - b. There can be no labels or markings on the product being returned or on any inner box that the product is packed in when received by the customer.
  - c. For consumable items see below:
    - i. For tagging items we will only accept full, unopened boxes without any markings.
    - ii. For twist tie ribbon only full unused and unmarked spools will be accepted for return.
    - iii. Cable Ties and related products can only be returned for credit if the bag is unmarked and unopened.
    - iv. Bag sealing tapes can only be returned if the package is unmarked and unopened.
  - d. If the product has been opened, it must be re-packed in the original box as originally received.
  - e. To protect products during shipment, Ben Clements and Sons, Inc. will often double box the product for safety. If the product being returned was received double boxed for protection, it must be returned in a double box.
  - f. Any and all original enclosures that were included when the product was originally shipped such as instruction manuals, power cords, tape or label spool holders and etc. must be returned or the credit will not be issued.
  - g. The package must be insured for the full value of the product.
  - h. Any damage during shipping is the responsibility of the shipping company and should a claim be possible, the shipping company must initiate the claim with the carrier. Ben Clements and Sons, Inc. will assist in the recovery of any losses as much as possible.
  - i. Upon delivery to our facility, if the external packaging is deemed to be damaged, the return shipment will be refused.
  - j. The machine must be returned to us freight prepaid.
- 7) The following restocking charges will apply for all returns:
  - a. 15% for non-electrical items.
  - b. 20% for any electrical item that has a power cord.
- 8) The restocking charge above is applicable as soon as the product is shipped by Ben Clements and Sons, Inc.
- 9) Ben Clements and Sons, Inc. will issue credit normally within 14 days of return of the item and all credits are merchandise credits.

If there are any questions prior to your return, please contact us at 800-222-5540 or 201-440-5500. We can also be reached at [customerservice@tach-it.com](mailto:customerservice@tach-it.com) or via fax at 201-440-1455

Thank you,  
Customer Service.