



True Phantom Solutions Inc.

787 Ouellette Avenue
Windsor, Ontario, Canada, N9A 4J4
info@truephantom.com

PRODUCT RETURN POLICY

True Phantom Solutions (TPS) strives to provide you with products of utmost quality and excellence. In the unlikely event that you may need to return any product, our Return Policy is designed to facilitate that process and ensure your satisfaction.

1. For missing or damaged products

- 1.1 Upon receiving your shipment, please check it immediately for its completeness and test for any manufacturer defects. If there are any missing or damaged products, kindly report it within 20 days of delivery by notifying our customer service team at info@truephantom.com.
- 1.2 If there are any missing parts/products, rest assured that we will investigate and ship them at no additional cost to you.
- 1.3 If there are any manufacturing defects in the product, please reach out to us via email at info@truephantom.com. We will require the invoice number of the order along with clear pictures/videos showcasing the defect(s) and a written description. Our team will then provide you with an RPA (Return/Replacement Product Authorization) number.
- 1.4 Kindly ship the product to us repacked in the original case (if provided) or one offering comparable protection and ensure that the RPA is clearly marked on the returned package label. TPS will not be held liable to any damage incurred during return shipment due to poor packaging.
- 1.5 Once received, we will carefully examine the returned product. If it exhibits manufacturing defects, we will repair, process a refund, or offer a replacement for the product, as applicable. However, if the product does not exhibit any manufacturing defects, extra shipping fees and handling charges will be applied to send it back to you.
- 1.6 The turnaround time of repair or replacement of the broken parts will be estimated after the investigation of the cause is completed. The buyer is responsible for inquiring and confirming this from TPS.

2. For returning products due to dissatisfaction

- 2.1 If you are not satisfied with the product and want to return it for any reason other than manufacturing defects, please initiate the return process as soon as possible. If the process is initiated within 20 days of delivery, a restocking fee of 10% will be applied to the final price on standard products and 25% on custom products.
- 2.2 Within 21-30 days of delivery, a restocking fee of 20% will be applied to the final price on standard products and 25% on custom products. TPS will not accept any returns or refund requests after 30 days.
- 2.3 The rest of the payment received, after deducting the restocking fee, will be refunded to the original payment method. If no payments have been made to TPS until that point, an invoice for the restocking fee will be sent to you which must be paid within 30 days.
- 2.4 To initiate a return, please reach out to us via email at info@truephantom.com. We will require the invoice number of the order and a written description of the reason of return. Our team will then provide you with an RPA (Return/Replacement Product Authorization)



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number.

- 2.5 The returned product must still be in saleable condition ("like new" with minimal signs of use) and repacked in the original case (if provided) or one offering comparable protection. Return the product freight prepaid and ensure that the RPA is clearly marked on the returned package label.
- 2.6 Please note that TPS will not be held liable to any damage incurred during return shipment due to poor packaging.

3. Final Sale Products

- 3.1 Above terms are not applicable to products sold as is or on consumables (such as fuses or batteries) as those are final sale.

4. Policy Change for third Party Sellers

- 4.1 Please note that products purchased from other third-party sellers (not official distributors) are NOT eligible for return to TPS.
- 4.2 Products purchased from official distributors may offer different or altered timelines. Kindly reach out to the distributor to initiate any returns.

All terms and conditions outlined herein are applicable unless otherwise stated on the quote/invoice.

Policies are subject to change at any time and customer agrees to these terms when submitting an order to True Phantom Solutions.