



PROTECH LEADED EYEWEAR INC,
DBA PROTECH MEDICAL

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WARRANTY AND RETURNS POLICY

GENERAL SHIPPING INFORMATION

Before shipping a return, every effort should be made to assure a damage free return. It is also recommended that you take photos of the item in its current condition and after packaging to be kept as supporting evidence in case shipper damages the item and a claim must be made. If left unspecified, Protech will always ship via UPS in the United States. If a different shipping company is needed, please contact us for more details. We can also use customer provided shipping account #'s which we designate "reverse shipping method". Protech can ship anywhere in the world using most shipping companies such as UPS, Fedex, DHL, etc or can also offer freight forwarding services.

Protech cannot ship to a P.O. Box. All Taxes and Fees associated with customer's destination country/local government are the responsibility of the customer.

GENERAL RETURN INFORMATION

Protech manufactures a comprehensive line of radiation safety apparel and mobile and stationary barrier systems. Return policies vary by product. For product specific Protech manufacturer Return and Warranty details, please see the Product Return and Warranty Policy Details section. For all non-Protech distributed items, such items are subject to manufacturer warranty and return policies separate from Protech.

- Customized products such as custom sized aprons, prescription glasses, and other uniquely customized items, returns will not be permitted unless item is subject to manufacturer defect or error.
- Note that for larger (bulk) orders return policy requirements and terms may vary.
- Special sale items such as discontinued, close-out, or overstock items may not be returned.

RETURN INSTRUCTIONS

For products which can be returned according to their specific return policy, you must first request a Return Authorization (RMA) via phone or email with a Protech or local representative whom sold you the product. You may also request a return online by completing the online RMA form.

Customer Service will send detailed return authorization instructions, including the address to which the goods should be returned and a valid return authorization number. The returned item must be received postage prepaid, in resalable condition within 14 days of the date the authorization was issued.

No returns are accepted after 30 days. Unauthorized returns may be refused and will not be refunded.

RETURN CREDITS AND FEES

Upon return of the goods in resalable condition and after analysis by the related product department, a merchandise credit will either be applied to the account for use toward future orders or a full refund may be issued to the customer via credit card (if applicable), ACH, or check. Shipping and handling charges will not be reimbursed. Many returns will be subject to restocking fees. The fee amount is based upon the manufacturer's requirements for each product. Whenever possible, these fees are waived for the future purchase or exchange of replacement items.

ORDER CANCELLATIONS

Requests for order cancellations must be received in writing. Cancellation requests should be submitted as soon as possible to prevent shipment of the item. If the item has been produced and/or shipped, the order cannot be cancelled. Items of a custom nature are not able to be cancelled once production has begun. Order cancellations may result in the assessment of an order cancellation fee. If applicable, this fee will be deducted from the refund at order cancellation.

GENERAL WARRANTY INFORMATION

Protech manufactures a comprehensive line of radiation safety apparel and mobile and stationary barrier systems. If a defect appears, a warranty card along with the date of purchase and explanation of defect must be returned to the company of original purchase. Upon evaluation, Protech will either repair or replace the defective item or part without charge to the purchaser. Warranty is void when the product has been tampered with, when repairs or attempted repairs have been made by unauthorized persons, or when the item has been subject to misuse, abuse or damage in transit. No charges will be accepted or reimbursed for unauthorized parts, repairs or services. For additional manufacturer warranty details, please see the Product Return and Warranty Policy Details section below. For all non-Protech distributed items, such items are subject to manufacturer warranty and return policies separate from Protech. To return a product under warranty claims, please follow the same Return Instructions provided in the Instructions for Returning a Product section.

PRODUCT RETURNS AND WARRANTY POLICY DETAILS

A. PROGUARD APRONS

Returns allowed:	Yes, on specific styles/items. For customized garments, returns are not permitted. For non-customized garments, returns are permitted but are subject to the specified restocking fee.
Restock Fee:	25%
Warranty:	2 year limited manufacturer warranty

B. CLEARANCE ITEMS

Returns allowed:	No, returns are not permitted for clearance items [Included but not limited to: clearance aprons, accessories, gloves, eyewear, Scatterguard, table drapes, barriers, etc]
Warranty:	None

C. APOLLO APRONS

Returns allowed:	Yes. For non-customized garments, returns are permitted but are subject to the specified restocking fee.
Restock Fee:	15%
Warranty:	1 year limited manufacturer warranty

PRODUCT RETURNS AND WARRANTY POLICY DETAILS (CONTINUED)

D. APRON STORAGE

Returns allowed:	Yes, on specific styles/items. For customized garments, returns are not permitted. For non-customized garments, returns are permitted but are subject to the specified restocking fee.
Restock Fee:	25%
Warranty:	1 year limited manufacturer warranty

E. THYROIDS AND ACCESSORIES

Returns allowed:	Yes, on specific styles/items. For customized garments, returns are not permitted. For non-customized garments, returns are permitted but are subject to the specified restocking fee.
Restock Fee:	25%
Warranty:	2 year limited manufacturer warranty

F. BARRIERS, SHIELDS, TABLE DRAPES

Returns allowed:	Yes, on specific styles/items. For customized garments, returns are not permitted. For non-customized garments, returns are permitted but are subject to the specified restocking fee.
Restock Fee:	25%
Warranty:	1 year limited manufacturer warranty

G. LEADED EYEWEAR AND FACE SHIELDS

Returns allowed:	Yes, on specific styles/items. For customized items such as prescription eyewear or eyewear with engravings or customized markings, returns are not permitted. For non-customized items, returns are permitted but are subject to the specified restocking fee.
Restock Fee:	15%
Warranty:	1 year limited manufacturer warranty

H. LEAD GLOVES

Returns allowed:	Yes, on specific styles/items. For customized items, returns are not permitted. For non-customized items, returns are permitted but are subject to the specified restocking fee.
Restock Fee:	15%
Warranty:	1 year limited manufacturer warranty

I. SCATTERGUARD

Returns allowed:	Yes, on specific styles/items. For customized items, returns are not permitted. For non-customized items, returns are permitted but are subject to the specified restocking fee.
Restock Fee:	15%
Warranty:	1 year limited manufacturer warranty

J. OTHER

Returns allowed:	No, returns are not permitted for other items not specifically mentioned above.
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