

Shipping policy for instrument return for repair or recalibration.

Because of numerous issues over the years with return shipments, particularly from shipments originating outside the US, we have instituted a shipping policy to make return shipping as smooth and cost effective as possible both for us and for you.

1. Please contact us for a return shipping form. This form will ask you for information such as the serial number of the instrument and a description of what work you require on the instrument. We will send back a form with the return shipping address and an authorization number. Please do not send any shipments to the PO Box or any address you may have in your database, as it could be obsolete, delaying our receipt of the package.
2. We gladly accept shipments sent using UPS , FedEx and the USPS (mail). We unfortunately cannot accept shipments from DHL, due to numerous issues we have had with them in the past. If you have to use a carrier that is not one of our acceptable carriers, please contact us for approval first, otherwise we will not be able to accept the shipment and it will be returned.
3. Once you ship the package, we request that a tracking number or AWB number be sent to us at time of shipment. We cannot be held responsible for shipments sent to us without a tracking number being lost or stolen.
4. All international shipments must be sent destination duty paid (DDP). Any shipment not sent DDP will be refused.
5. Please pack and insure you're shipment appropriately. Shipping damage is not covered by warranty, and can substantially delay our ability to return your instrument to you in a timely manner.