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Return Policy

Effective Date January 1, 2015 – Rev. 1 ***

Policy - General

All sales are final.

Parts are manufactured on a “made to order” basis, meaning they are fabricated and/or machined to fill specific customer orders.

Imperial is not able to resell metal parts once they leave its facility due to loss of traceability, risk of contamination, and other factors that make Imperial unable to render certification subsequent to parts being released.

Damaged / Defective Parts

For parts that are damaged in transit and/or found to be otherwise defective, the following steps must be followed in order to return the parts to Imperial for inspection, verification of findings, and remedy:

1. Customer must notify Imperial of any nonconformance or discrepancies within (7) working days after delivery.
2. Customer must contact Imperial prior to returning the parts to be given permission to return the parts.
3. If approved, Imperial will issue a RMA (Return Material Authorization) for the return of the parts.
4. Customer will send the parts back to Imperial with shipping prepaid and Incoterms DAP (where applicable). Collect shipments will be refused.
5. Package must be marked with Imperial’s RMA number.

Upon receipt of the subject parts, Imperial QA will inspect the parts for verification of nonconformance and repair or replace the parts as required.

A. Imperial warrants to Buyer that the goods covered by any quotation offer to sell, or sale will, at the time of delivery, be free from material defects, defects in workmanship and will conform, in all respects, to any specifications provided by Imperial or provided by Buyer and approved in writing by Imperial. Imperial's responsibility under the warranty shall be, at its own option and expense, to repair, replace, or give full credit for any goods which do not conform to the warranty. Imperial shall have no responsibility, and the warranty shall not apply, to any asserted defect, or breach of warranty if the defect is caused by the negligence or intentional misconduct of Buyer or any Party acting for, or on behalf of Buyer or if Buyer fails to give Imperial written notice of the defect or breach within 7 days after receipt of the goods.

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