

At Cam-Tech Industries, we strive to offer exceptional service and top-quality products to our valued customers. To ensure transparency and facilitate smooth transactions, we have established the following return and cancellation policy for purchased products.

1. Returns for Stock Items:

- a. Stock items, which include standard military grade fasteners that are typically in our inventory, are eligible for returns.
- b. A restocking fee of \$150 will be deducted from the refund amount for all returned stock items.
- c. Please note that returned stock items must be in their original and unused condition, accompanied by their original packaging, and proof of purchase (invoice or receipt).
- d. Returns must be initiated within 30 days of the date of purchase.

2. Cancellations for Stock Items:

- a. Customers may cancel their order for stock items before they have been shipped.
- b. However, cancellations made after the items are shipped will be treated as returns and will incur the aforementioned restocking fee.

3. Special Orders:

- a. Special orders, which involve the procurement of items specifically requested by the customer and are not part of our regular inventory, are NOT eligible for returns or cancellations.
- b. Special orders include custom-made fasteners or products sourced exclusively for a specific customer's requirements.
- c. Due to the unique nature of these items, we cannot accept returns or cancellations, except in cases of manufacturing defects or shipping damage. In such cases, the product will be replaced or repaired at our cost.

4. Damage or Defective Items:

- a. In the case of a damaged or defective item, customers must notify us within 30 days of receipt.
- b. We may require photographic evidence or the return of damaged/defective item for inspection.
- c. If the claim is found valid, we will either replace the item or issue a full refund, including any applicable shipping charges.

NOTE: Please be aware that any misuse, alteration, or damage caused to the fasteners after delivery will make them ineligible for returns or refunds.

We strongly recommend that customers thoroughly review their orders, specifications, and requirements before placing special orders, as they are non-cancellable and non-returnable.

If you have any queries or need further clarification regarding our return and cancellation policy for our products, please feel free to contact our customer support team at sales@camtechindustries.com

Note: This return and cancellation policy is subject to change without prior notice. Please refer to our website or contact our customer support for the most up-to-date version.