



Terms & Conditions

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Risk of Loss

All items purchased from ISOTECH are shipped pursuant to a shipment contract. This means that the risk of loss and title for such items pass to you upon our delivery to the carrier.

Return Policy

We guarantee the arrival of your order in perfect condition when using our recommended method of shipping. Any visible damage requires UPS acknowledgement in writing when possible. You must inform ISOTECH within 24 hours of receiving the shipment and keep ALL packaging and related materials. Any concealed damage also requires notifying ISOTECH within 24 hours.

Exchange Policy

To exchange an order, you must notify ISOTECH within 30 days of shipment of your order. You are responsible for any return shipping charges. In the event of an incorrect product shipment, due to ISOTECH's error, ISOTECH is responsible for return freight charges. Products returned must be unused, in resalable condition and in original packaging.

Return Policy

All merchandise being returned must be in new condition and in original packaging. Used equipment cannot be accepted for credit.

- Returns requested within 30 days of shipping date will receive full credit, less shipping charges.
- Returns requested within 30-90 days of shipping date will receive a credit for the cost of the merchandise returned less a 25% restocking fee plus any shipping charges incurred.
- No returns accepted after 90 days.
- Returns will not be accepted without a Returns Material Authorization (RMA) Number. Merchandise is due back within 14 days of issuing RMA.
- Credit for merchandise returned will not be given until the merchandise is received and has been inspected to ensure it is in new condition and original packaging.

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Applicable Law

BY VISITING ISOTECH, YOU AGREE THAT THE LAWS OF THE STATE OF TEXAS, WITHOUT REGARD TO PRINCIPLES OF CONFLICT OF LAWS, WILL GOVERN THESE CONDITIONS OF USE AND ANY DISPUTE OF ANY SORT THAT MIGHT ARISE BETWEEN YOU AND ISOTECH OR ITS AFFILIATES.

Mediation and Arbitration

If a dispute arises out of or relates to this Agreement, or if a party alleges any breach or default of this Agreement, the parties shall first, in good faith, attempt to negotiate a settlement of that dispute, breach or default. Except as specifically provided in this Agreement, the parties agree that any dispute or controversy arising out of, relating to or in connection with the interpretation, validity, construction, performance, breach or termination of this Agreement shall be submitted to mediation in Plano, Texas by a mediator chosen from names furnished by the Association of Attorney Mediators ("AAM") in Dallas or Plano, Texas. If the parties cannot agree on a mediator, they will ask AAM to select a mediator not previously chosen by either party. Such a request will be made by both parties only after they have been unable to agree with each other regarding the selection of a mediator for a period of at least 15 days from the date the parties receive the list of possible mediators from AAM. The mediation will be non-binding and will be conducted under the rules of mediation then in effect in the district courts of Collin County, Texas. Each party will make a good faith effort to reach an agreement with the other party. Each party will pay one-half of the mediator's fee and will pay all of their own attorneys fees and all other costs and expenses. If the mediation does not result in a settlement, the parties agree that the matter in dispute will then be submitted for binding arbitration in Collin County, Texas with the American Arbitration Association ("AAA") in accordance with the AAA's commercial arbitration rules then in force. The decision of the arbitrator will be final, conclusive and binding on the parties to the arbitration. Judgment may be entered on the arbitrator's decision in any court of competent jurisdiction. The successful party shall be entitled to recover from the other party for all costs involved in such arbitration, including reasonable attorney's fees. Notwithstanding the above, if the amount of the dispute or damages relating thereto are of an amount that would enable the party to file the dispute in a justice of the peace court or small claims court, the parties to this Agreement may file their dispute in the applicable justice of the peace court or small claims court and will not otherwise be required to submit their dispute to mediation or arbitration.

Agreement, Modification and Severability

This is the entire agreement between the parties relating to the subject matter. We reserve the right to make changes to our Site, policies, and these Terms and Conditions at any time without notice. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.