



Invisible Service Technician

Invisible Service Technicians, LLC  
502 TechneCenter Drive  
Suite B  
Milford, Ohio 45150  
Phone: (513) 248-0900  
Fax: (513) 248-2470  
Email: [info@istmonitor.com](mailto:info@istmonitor.com)  
Web Site: [www.istmonitor.com](http://www.istmonitor.com)

## Order Policy:

---

### Ordering Information:

- Order by Phone, Fax, Mail and E-mail.
- Request and complete the proper order form or download from the IST website and complete.
- **Payment methods:** MasterCard or VISA credit cards; check or money order payable in US funds.
- We take great care to ensure the accuracy of all information online. We reserve the right to make corrections if an error does occur.

### Customer Service

Please call IST for Customer Service and Technical Service contact information.

### Delivery Outside the 48 Contiguous States

Call 1-513-248-0900 anytime for delivery charge information to Alaska, Hawaii and international shipments. Please allow for extra time in shipping.

All applicable duties and taxes will be paid by the package recipient of international shipments.

### Need It NOW! Delivery Service

**For next business day delivery, call 1-513-248-0900** for information based on your service needs and product selection.

Express delivery is not available on all items or in all areas. We will make every effort to satisfy your delivery requests.

### Problems with Your Order:

An Item Is Missing You may receive more than one shipment when you place an order with multiple items. You will not incur additional shipping charges for the split shipment. The invoice enclosed with your order indicates which items shipped. If a listed component is not found within an order, please contact IST.

My Order Did not Arrive Orders shipped through Federal Express or UPS can be tracked via a shipment tracking number which will be provided by IST on request. To access tracking information about your order, go to the shipper's web site for tracking information. For orders shipped through United States Postal Service or through Freight, please allow up to ten business days for your order to arrive.

An Item Is Damaged or Defective Your satisfaction is our number one priority. If any item does not meet your expectations, simply return it to us. You can mail most items back by using the label and following the shipping instructions on the invoice enclosed with your order. You will be refunded for the cost of the item and sales tax if applicable.