



Invisible Service Technician

Invisible Service Technicians, LLC
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Return Policy:

We believe in offering the Very Best ...Value, Quality and Performance. You may return unused items within 90 days from the date of purchase for a refund or exchange used items within 30 days from the date of purchase. There will be a 15% restocking fee for returned items. Custom orders may not be returned unless defective. Please include a copy of the receipt or purchase order along with the unused product and original packaging.

To Return or Exchange an item by Mail:

1. Contact IST, LLC and request an Exchange/Return form and a RMA number so we may process your return. Please make sure that the return item is in new condition and please remember to contact us first for a RMA number prior to returning any product. Next to the item you are returning, indicate on the form the quantity and reason for each return item. Also indicate exchange or additional order items.
2. Box the item securely. The original invoice is required. Enclose the invoice plus all original packaging and accessories. RMA number must be displayed on box.
3. Address your package by using the return shipping address provided on the invoice.
4. We will issue a credit to the original credit card for the cost of the item and the sales tax minus the restocking fee, if applicable.
Please allow 10 to 15 business days for the credit to appear on your credit card statement. Shipping charges are not refundable, and shipping will be charged for the new items(s) sent.

Special & Custom Order Items:

You may change or cancel your order if we are informed of same before production of your custom order begins. We cannot make changes or cancel Special or Custom Orders once production has begun.

Other Return Information:

Special & Custom Order Items: If we made an error on your order we will fix the order immediately at no charge to you. If you made an error in your order, unfortunately we cannot issue a return or refund because we are unable to recover our cost on special order items. We do our best to minimize the chance for errors by helping you collect the necessary information to process your order.