



Warranty and Product Return Policy

Test Coach Corporation offers a **120 day guarantee** on all FINN™ products from the date of purchase. FINN™ products are warranted free from original manufacturing defects for that time period. If a defect is found, it will be at Test Coach's discretion to either repair or replace the product at no charge. Test Coach will not be liable in any way for parts that have been damaged after delivery.

All products are inspected and fully tested prior to leaving the Test Coach facility. If it is believed that a product was shipped damaged, the damaged parts must be shipped back to Test Coach for evaluation. Once received and evaluated, Test Coach will replace the item in an even part for part exchange only – no credits will be provided. Shipping costs for returned items are the responsibility of the customer.

If a new/exchange part is required immediately, prior to the return of the damaged part for inspection, the customer will be billed for the new part and an invoice will be issued. A credit memo will be applied to the new invoice only after the damaged part has been returned, evaluated and determined to be a defective part.

Any discrepancies in your order must be reported immediately, please see the return contact information provided below. Test Coach Corporation offers a **sixty (60) day** return/exchange policy on products that have been misordered. The sixty day time limit is determined from the date of purchase. **Damaged, used or altered goods will not be accepted for credit or exchange.** A \$5.00/per part restocking fee will apply to all returns and will be deducted from the credited amount.

Please contact Laura Beata for an RMA number before returning any product to Test Coach. An RMA Number Request Form will be sent to you, please fill it out completely and return to Laura Beata to receive your RMA number. Returns sent without an RMA number will not be accepted.

Contact for returns:

Laura Beata
Phone: 847-885-4880
Email: laurab@testcoachcorp.com