



SIMPLY THE BEST

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MASK RETURN POLICY

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We have put forth great effort in obtaining masks for all of the business and commercial aircraft. In doing so, we have found that there can be several different masks for the same model of aircraft. If you are uncertain of which mask to order, we have created templates which are available upon request. We encourage you to use these templates as they will assist you in determining which mask you need for your aircraft. On occasion, however, the incorrect mask can get ordered, making a return necessary. You will note that in our installation manual we ask that prior to cutting, marking or removing the mask from the liner, you hold it up to the radome to verify that it fits. If the mask is cut, marked or removed, we cannot issue credit as it cannot be restocked.

As returns are sometimes necessary, we have established the following policy to assist you in making your returns. Adherence to these guidelines will help eliminate any unauthorized returns. If you have any questions regarding this policy or a specific return, please do not hesitate to contact us.

1. Any return allowances are at the sole discretion of P.M. Research, Inc.
2. No returns will be accepted without a prior arranged **return authorization number**. This number must appear on the outside of the box or the box will not be accepted.
3. All allowable returns must be made within two weeks of the issuance of a return authorization number in the original box and packing. If you are unable to use the **original box and packing**, the mask must be secured in a box so that it will not move and to ensure that no foreign material comes in contact with the mask. Please do not use newspaper or colored printing of any kind to secure the mask as this will damage the mask. See Page 2.
4. No returns will be accepted unless the product is in **resellable condition**. This determination is at the sole discretion of P.M. Research, Inc. The basic criteria for this is that it must be clean, uncut and undamaged in any way; and in the case of protective masks, must still be stapled to the shipping liner with the original staples. Products including shipping liners, tags, etc. stamped or marked in any way by the customer that is not removable will not be resellable and therefore not returnable.
5. In no case shall any returns be accepted later than six months after the invoice date.
6. In no case shall any returns be accepted en masse. The allowance or disallowance of any such returns and the nature in which these situations are handled are at the sole discretion of P.M. Research, Inc.
7. Any returns determined by P.M. Research, Inc. to be in connection with the abuse of any discount structure shall not be allowed and such determination shall be at the sole discretion of P.M. Research, Inc.

P.M. Research Mask Return Policy

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