

Elesa USA Corporation
1930 Case Pkwy N. Twinsburg, OH, 44087
www.elesa.com
sales@elesausa.com
tel: 1-800-374-7686
fax: 330-405-1310



Dear Valued Customers,

At Elesa USA Corporation, we hold our commitment to providing quality products and exceptional services in the highest regard. We greatly value the trust you have placed in us, and we want to ensure that your experience with our products is nothing short of exceptional. To this end, we would like to provide you with important information regarding our return merchandise authorization (RMA) process, addressing order errors, and handling discrepancies during transit.

1. Return Merchandise Authorization (RMA) Process:

If our products do not meet the specific requirements of your intended application, you have the option to request a return merchandise authorization (RMA). To initiate this process, kindly send a written request to sales@elesausa.com. Upon receipt of your request, we will review your case and provide you with RMA information. For most cases, a replacement will be processed, and full credit will be issued to the original invoice.

2. Addressing Order Errors:

Should you receive an order that has been shipped in error by Elesa, we kindly request that you send written notice of the error to sales@elesausa.com within 60 days of receiving the order. After verifying the error, we will proceed to provide you with RMA information and process the necessary replacements. Full credit will be issued to the original invoice.

3. Returns Requested by the Buyer:

For returns initiated by the buyer, written consent must be provided to sales@elesausa.com within 30 days of receiving the order. However, please note that orders valued over USD 2,000 are considered final and are non-cancellable/non-returnable. To be eligible for return, all products must be in the same condition as received and must not be damaged in any way.

Please take note of the following important points:

- No returns will be accepted without a valid return authorization number (RMA).
- Returns are not accepted for special parts, machined parts to customer specifications, blanket orders, or non-stock standard items.

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Upon receipt of the returned product, our dedicated team will conduct a thorough inspection, and the refund will be processed to the original payment method used during the initial purchase. For credit card payments, please allow for a timeframe of 5 to 10 business days for the refund to reflect on your credit card statement.

4. Dealing with Order Discrepancies:

In the unfortunate event of order delays, loss of goods, or discrepancies in weight and quantity during transit, we recommend registering your complaints with the respective carrier. For orders shipped using Elesa USA UPS or FedEx accounts, please send a written notice to sales@elesausa.com within 60 days of order receipt. Ensure to provide the following information in your complaint:

- Order Acknowledgement Number and/or Purchase Order Number
- Elesa Code and/or Elesa Description
- Quantity received or Quantity missing.
- Clear pictures of boxes and products for documentation

Your satisfaction remains our top priority, and we are dedicated to resolving any concerns promptly and effectively.

Thank you for your continued trust in Elesa USA Corporation. Should you have any questions or require further assistance, please do not hesitate to contact our customer service team at sales@elesausa.com.

Sincerely,

Elesa USA Corporation