

Supertech, Inc Warranty and Return Policy

Supertech, Inc. is a distributor of products offered by many different manufacturers. We are bound by their individual policies regarding warranty and return. For this reason, we will handle each customer issue on an individual basis.

Some of our items are not returnable at all:

Anything made by Clear Image Devices

Foam positioning products

Leaded Acrylic Barriers

Anything that has been custom made for you

Any Biopsy Phantom that has been punctured by the customer

Aprons and Thyroid Shields

Opened packages of Thyroid Liners

Opened packages of Fast Find Grids

There may be others that were not noted at the time of updating this document

It helps us to help you if you are prepared when you call us about a problem. Please have ready for us:

Name in the "Bill to" Part of the Invoice

Name of person we are working with, phone#, e-mail address

Supertech invoice number and date

Item Number / If the item has a serial number, that information is needed

Clear report of the question or problem

Further, be prepared to supply:

Photos

DICOM Images

Any other information the manufacturer asks for

We will do our best to minimize hassles and cost for you. We will do our best to be fair and honest with you. We ask that you be fair and honest with us.

Thank you for your business

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