



Dytran Instruments, Inc. Customer Benefits Policies

Dytran Sensor Select™ Total Customer Satisfaction Money Back Guarantee

i. Dytran guarantees **Total Customer Satisfaction** on all Sensor Select™ products ONLY (does not apply to the entire product line). If you are not satisfied with the performance of any Sensor Select™ product for any reason during the **first one year after delivery** beginning from time of shipment from Dytran, you may:

- a.) Return the product to us and receive a 100% refund, or
- b.) Exchange the product for another model better suited to your measurement application.

ii. Contact our Service Department with the Model Number, Serial Number, and reason for return (so that we may better serve you in the future) to arrange an RMA number prior to sending any material back to Dytran.

iii. Money Back Guarantee: Scope, Restrictions & Exclusions

The Sensor Select™ Total Customer Satisfaction Money-Back Guarantee applies **ONLY to Sensor Select™ products**, not to the entire product line!

This Guarantee does not apply to Purchase Orders exceeding \$3,000USD in value. Sensor Select™ is a program aimed at small quantity orders, not large purchases.

Products that are damaged from use, worn-out or are beyond repair are excluded from the Money-Back Guarantee.

Electronics, Cables and accessory items are not covered by the Money-Back Guarantee.

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