



## **Cambridge Limited Warranty**

Cambridge Resources products are backed by a **limited warranty**. Cambridge warrants that its products will be free from defects in material and workmanship for a period of two years from the date of shipment.

Upon prompt notification of a warranted defect, Cambridge will, at its option, repair or replace any products found to be defective. Defective parts must be available for inspection by a Cambridge or designated persons.

In no event will Cambridge be liable for any consequential, indirect or special damages, nor (except as may otherwise specifically be agreed to in writing through an authorized representative) shall Cambridge be liable for transportation, labor, or other charges arising out of the removal or reinstallation of its products. Liability for breach of warranty is limited to the cost of repair or replacement of the warranted product.

The preceding paragraph sets forth your exclusive remedies for warranty claims, whether the claim is in contract, indemnity, warranty, tort (including Cambridge's negligence), strict liability or otherwise and however instituted.

## **Return Policy**

Cambridge Resources will gladly accept the return of unused, unopened, and undamaged product within a specific amount of days from time of delivery, depending on the product you would like to return.

- Cable Ties – Can be returned within one year of purchase date if unopen, unused, and undamaged.
- Any return of overstock will be evaluated by a case by case basis, and subjected to a 25% restock fee.
- Customer is responsible for freight charges if return is due to being overstocked.
- All returns must be in the original packaging.

Contact the Cambridge Customer Service Department at 718-927-0009 or via email ...

[customersupport@cambridgeresources.com](mailto:customersupport@cambridgeresources.com) for a Return Authorization Number (RMA). The requirement of obtaining an RMA is vital. Failure to provide a timely notification and necessary information could result in delay or inability to process a return.

- RMA number needs to be noted on the outside of package being returned.

Credit for returns will be issued once Cambridge is in receipt of the return and the shipment has passed inspection. Please allow 8-10 business days from receipt of shipment for us to issue the credit.

## **Freight Claims (Overages/Shortages/Damages)**

When reporting a Shortage or Damaged shipment to Cambridge Customer Service, you will need to provide the following via email at [customersupport@cambridgeresources.com](mailto:customersupport@cambridgeresources.com) within 48hrs of receipt of shipment.

- Customer PO number/Cambridge Order Number
- Part Number and Quantity Short/Damaged
- Signed BOL noting damage or shortage
- Pictures of shipment (Damages)
- Whether you would like a replacement or a credit issued

If your shipment has concealed damage, please provide what you can from the list above, and each claim will be handled on a case by case basis. If a Credit is being issued, please allow 8-10 business days for processing.