



DOMESTIC SHIPPING

Order Processing & Shipment

Stock Items:

Items in stock typically ship within 1 business day of when the completed order is received and payment is processed. Standard order processing time is 1 hour, and orders can be delayed due to verification. **Orders must be placed before 12PM USA PST/PDT to ship the same day.** Orders placed on weekends or United States holidays will be processed the following business day. Orders will not be shipped on the first 2 days of each Fiscal Half Year due to Sensorex stock count; these orders will be shipped the following business day.

Backorder:

Preorders or items that are marked online as “backorder” will ship at a future date. Typical lead time is 2-3 weeks for items on backorder. Any expected delivery dates that may be given are only estimates.

Large Orders:

Sensorex cannot guarantee that parts will be in stock in quantities greater than 5-10 pcs. Some products show available stock quantities prior to checkout. Lead times may apply to large orders. Orders may be delivered in separate shipments.

Shipping Options

Standard Shipping

We offer shipping via a variety of carriers. These may include, dependent on your locale, UPS, FedEx and the United States Postal Service. Products shipped via standard service are normally delivered within 3-5 business days after shipment.

Alaska, Hawaii, and Puerto Rico Shipping Addresses: Up to an additional 3 calendar days will apply

APO addresses (such as Armed Forces addresses overseas): Up to an additional 10 calendar days will apply

Expedited Shipping

Please note that orders shipped by our expedited shipping options 2nd Day and Next Day are only delivered Monday through Friday. Orders with expedited shipping options will be shipped as quickly as possible with the shipping method selected at checkout, however normal processing times will still apply.

Winter Weather Restrictions

Some items are heat packed during winter to avoid freezing during shipment. Shipments to cold climates during winter must utilize 2-day or overnight shipping options or be held until a good weather window. Customers who wish to opt for ground shipping during winter should [contact us](#) for a special waiver.

Order Delivery

Delivery Times

If your order is being shipped from Sensorex (not drop-shipped) to a US shipping address, delivery dates are based on carrier shipping practices, destination, and the items you order. Expected delivery dates are only estimates. Orders can be delayed due to verification or time of order being placed.

Guaranteed delivery dates for items shipped in a timely manner from Sensorex are the responsibilities of the carrier. Please note that these dates do not include dates a package is held requiring a signature for delivery; it is the customer's responsibility to be there or arrange to have an authorized agent sign.

Custom products or items on backorder cannot be held to regular expected delivery dates. Orders may be delivered in separate shipments.

Delivery Notice

Remember that these estimates are for time in transit only, and that they do not apply until the product leaves Sensorex facilities. As the delivery of your order is beyond Sensorex's control, once your order leaves Sensorex facilities, Sensorex cannot assume liability for late deliveries.

Delivery Address

A complete and correct delivery address is essential. Once your order has been prepared for shipment or has shipped, we are unable to change the shipping address. If a package is returned to us due to an incorrect or incomplete address provided by you (the customer) or your agent, we will contact you immediately for a correction, and the package will be re-shipped at an additional shipping fee. You must include a daytime telephone number for all orders. Occasionally packages are returned to Sensorex as undeliverable. When the carrier returns an undeliverable package to Sensorex, please contact Sensorex to make arrangements for reshipment.

UPS Delivery Attempts

UPS makes three attempts to deliver a package. After three delivery attempts, UPS will return the package to Sensorex.

International orders

Purchases sent to addresses outside the United States may be assessed local taxes, duties, etc. upon arrival. The shipping firm that delivers the package may likewise impose additional brokerage fees or other surcharges as part of the customs and tax process. Read more on International shipments below.

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Shipping Hubs

Most sensorex.com orders will be processed by Sensorex, and shipped directly from our distribution center in Garden Grove, California. Some orders may be filled by our local distribution partners.

Canceling an Order

If you would like to cancel a pending order, you can do so provided that the order has not yet entered the fulfillment process. If the order you want to cancel has already entered the fulfillment process, it cannot be canceled by you or by our customer service department. To cancel an order please call 1.714.895.4344 to speak to a customer service advocate. If the order has moved into the fulfillment process and cannot be cancelled, please refer to RETURN POLICY section below.



INTERNATIONAL SHIPPING

International orders

Purchases sent to addresses outside the United States may be assessed local taxes, duties, etc. upon arrival. The shipping firm that delivers the package may likewise impose additional brokerage fees or other surcharges as part of the customs and tax process. If a shipment is abandoned or you refuse a shipment due to the local taxes or duties not being paid, Sensorex will not issue you a refund for your order. Orders can be delayed due to verification or time of order being placed. Items that are not regularly stocked cannot be held to the expected delivery dates. Orders may be delivered in separate shipments.

Shipping Orders

Orders will ship within 1 business day of when the completed order is received and payment is processed, unless noted at the time order is placed or if you receive an email notice that an item in your order has been delayed. If a part is configurable via our web store, some versions (i.e. connector types, ATC types) may not be available for rapid shipping. In the case that a configurable part is out of stock, the customer will be notified of any additional lead time within 2 business days of placing the order.

Preorders or items that are marked online as “Backorder” will ship at a future date. Any expected delivery dates that may be given are only estimates. Orders can be delayed due to verification or time of order being placed. Orders may be delivered in separate shipments.

UPS Delivery Attempts

UPS makes three attempts to deliver a package. After three delivery attempts, the package will be abandoned. Once a shipment is abandoned, it cannot be recovered. If you refuse a shipment or the shipment is abandoned, it cannot be recovered, and Sensorex will not issue you a refund for your order.

Shipping Hubs

Most sensorex.com orders will be processed by Sensorex in Garden Grove, California. Some orders may be fulfilled through our local distribution partners.

Shipping Fees

Shipping fees are based on the destination, size and weight of your item(s) and include a small fee for insuring the full value of your item(s) against possible theft or damage while in transit. You can calculate your estimated standard shipping fee for any product by adding product to your shopping cart and including basic shipment information, which includes your nation and postal code.



WARRANTY POLICY

Money back guarantee

At Sensorex, our priority is to make certain of your 100% satisfaction with your purchase. If, for whatever reason, you are dissatisfied with your purchase, you can return it to Sensorex within 30 calendar days of receipt of item(s). Claims for damaged or missing items must be received within two business days of receipt of merchandise. All return items must be in new and unused condition, in original packaging, and be accompanied with a return authorization number.

Product Warranty Term

All new Sensorex hardware products carry a minimum one-year Limited Warranty from date of purchase against defects in materials and workmanship. Refurbished products purchased through third-party sellers are not eligible for warranty claims. To ensure warranty eligibility purchase new Sensorex products at sensorex.com or through our authorized distribution partners.

Exclusions and limitations

By purchasing at Sensorex, whether you place your order online or by telephone, you acknowledge that you have had an opportunity to review the Sensorex warranty terms, have done so to the degree you need to be familiar with them, and you accept their terms and conditions, including the limitations, exclusions, and disclaimers in them. Certain state laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the disclaimers, exclusions or limitations may not apply to you, and you might have additional rights.

Except for the limited warranty expressly set forth [above] or to the extent restricted or prohibited by applicable law, Sensorex expressly disclaims any and all other warranties express or implied, including any warranty of quality, merchantability, or fitness for a particular purpose, and you specifically agree that Sensorex shall not be liable for any special, incidental, indirect, punitive, or consequential damages for breach of any warranty of any type on any Sensorex product. In addition to and without limiting the generality of the foregoing disclaimers, the limited warranty does not, under any circumstances, cover the replacement or cost of any external devices, personal property, or lost productive time.

Third-party product

Products sold through the Sensorex Online Store that do not bear the Sensorex brand name are serviced and supported exclusively by their manufacturers in accordance with any terms and conditions packaged with the products (unless the third-party product is pre-installed in a Sensorex-branded product). The Sensorex Limited Warranty does not apply to products that

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are not Sensorex-branded, even if packaged or sold with Sensorex products. Please contact the manufacturer directly for technical support and customer service.

Warranty Service

We promise that your product will be defect-free in materials and workmanship. No warranty, expressed or implied, is made regarding any product's merchantability or fitness for a particular purpose.

What isn't covered

The warranty will not cover product failure because you broke it (any defect or malfunction that is caused as a result of misuse, failure to follow operating instructions, abuse, or use with improper or faulty equipment). It doesn't cover incidental damages. Also, the warranty is null and void if you open any product that isn't intended to be opened – please don't repair or modify any Sensorex product yourself. Sensorex does not warranty or provide service or support for any of the third party product.

Documentation

To help ensure warranty claims are for genuine Sensorex products, our technical support department may require a receipt to complete your claim. If a receipt is required, you will be emailed requesting a copy be attached and sent to us via email.

Repair and replacement

We will, at our discretion, repair or replace any product that proves to be defective in material or workmanship. If your product is no longer being manufactured or is out of stock, we may replace your product with a similar or better product at our option. If you return your product within the first 30 days of purchase, you will receive a new replacement unit. Replacement units that are sent for products that are returned to Sensorex after the first 30 days of purchase may be refurbished units of similar cosmetic wear.

Get the warranty-ball rolling

To get your warranty product covered you'll need to fill out the following form [here](#). If you have problems or questions, call us at +1.714.895.4344 or email us at support@sensorex.com.



Warranty policy

Seller warrants, for a period of one year from date of manufacture, that goods of its own manufacture shall be free of defects in materials and workmanship under normal use and service, provided they are maintained in accordance with Seller's instructions. At its option, Seller will either repair or replace goods that are found to be defective within the warranty period. Replacement parts will be delivered F.O.B. shipping point, and Seller may require the return of allegedly defective parts, freight prepaid, to establish the warranty claim. The warranty is applicable only if (a) the defect occurred under normal use and service; (b) the defect arose from faulty workmanship or materials; (c) Buyer notified Seller in writing of the defect within ten days of its discovery by Buyer; and (d) the goods are properly employed in the use for which they are intended and maintained in accordance with any applicable Seller operation and service manuals. The warranty provided will be void if the goods were either: (a) repaired or serviced by a service facility, which was not authorized, by Seller; (b) replacement parts not manufactured by Seller were utilized; or (c) modifications were made to the goods which were not approved by Seller. Any warranties provided on goods not manufactured by Seller are assigned to Buyer, without recourse, at the time of delivery. Any descriptions, drawings, samples or similar materials used in connection with this sale are for the sole purpose of identifying the goods and are not to be construed as a warranty that the goods will conform to such description. BUYER, IN ACCEPTING THE DELIVERY OF THE GOODS, ACKNOWLEDGES THAT SELLER MAKES NO OTHER WARRANTIES OR REPRESENTATIONS WITH RESPECT TO THE GOODS, EXPRESS OR IMPLIED, AND SELLER DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL SELLER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF USE OR DOWNTIME, WHICH ARISE FROM DEFECTS IN THE GOODS. SELLER'S TOTAL LIABILITY HEREUNDER SHALL BE LIMITED TO THE VALUE OF THE GOODS PURCHASED.



RETURN POLICY

Return Assistance

To return an item, please visit us online at sensorex.com for assistance, or call +1.714.895.4344, Monday – Friday from 8:00 am to 4:30 pm, PT.

Return deadline

At Sensorex, our priority is to make certain of your 100% satisfaction with your purchase. If, for whatever reason, you are dissatisfied with your purchase, you can return it to Sensorex within 30 calendar days of receipt of item(s). Claims for damaged or missing items must be received within two business days of receipt of merchandise. All return items must be in new and unused condition, in original packaging, and be accompanied with a return authorization number. (See “How to return and item” below.)

Exchanges and Refunds

You have the option of receiving a refund for the full amount of the original purchase price or exchanging the item(s) for warranty issues. Sensorex does not have an upgrade policy and cannot exchange for another product. Refunds on returned items will be issued in the matching payment form as tendered at the time of purchase, excluding freight charges. If payment was made by credit card, once we receive the product we will credit your account. Please allow 7-10 business days for a credit to appear on your credit card statement.

Return Conditions

Please carefully read conditions below. If conditions are not met, Sensorex reserves the right to refuse the return or to charge a restocking fee of 25%. Please note that Sensorex does not permit the return of or offer refunds for the following products: (1) Product that is custom configured to your specifications, and (2) Product purchased from a 3rd party distribution partner.

How to return an item

To return an item you'll need to fill out the following form [here](#) to obtain a Return Material Authorization (RMA) number. Sensorex will not accept returns without prior authorization and an RMA number. If you have problems or questions, call our customer service department at +1.714.895.4344, or email Sensorex at support@sensorex.com.

- Place the original package into a shipping carton.
- Include the invoice and the reason for the return. If faulty, please specify the defect.
- Please do not place stickers or shipping labels on the original manufacturer's package.
- The RMA number must be clearly written on the outer box. If you received an emailed label from Sensorex, please print the label and tape it to the carton.

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- Ship via insured ground service with a tracking number. Return shipping charges are the responsibility of the customer. We cannot accept C.O.D. deliveries and are not responsible for lost or damaged packages.
- Please allow 2-3 days from date we received the package for us to process your return.
- All return shipping charges must be prepaid.
- Send pre-authorized returns to:

Sensorex Corporation
ATTN: Returns Department
11751 Markon Drive
Garden Grove, CA 92841

Returning Requirements

All returned or exchanged items must be in new condition, in their original box, and must include all packing material, manuals, documentation, and accessories. The value of any missing items will be deducted from the credit amount of a return. For exchanges, we will exchange only what the customer returns. Faulty items may be repaired or exchanged at our discretion for the equivalent model.

NOTE: Sensorex recommends that you (1) use a carrier that offers shipment tracking for all returns and (2) either insure your package for safe return to Sensorex or declare the full value of the shipment so that you are completely protected if the shipment is lost or damaged in transit. If you choose not to (1) use a carrier that offers tracking or (2) insure or declare the full value of the product, you will be responsible for any loss or damage to the product during shipping.

Non-functioning (NF) Product: Failure Out of the Box

A Sensorex-branded hardware product is considered NF if it shows symptoms of a hardware failure, preventing basic operability, when you first use it after opening the box. If you believe that your product is NF, please call Sensorex Technical Support at +1.714.895.4344 within 10 calendar days of the invoice date. Sensorex Technical Support will determine whether the product is NF and offer you the following options:

Replacement: Sensorex, at its expense, will ship another of the same product.

Sensorex Technical Support will put you in touch with a Sensorex Sales Support Representative who will arrange for replacement and the NF product's return.

Service: You may have the product repaired. However, once you choose that option, you may not request replacement of the product.

If Sensorex Technical Support determines that a returned product is not NF, Sensorex will apply the standard product warranty to the product. Further, if Sensorex determines that you have misrepresented a returned product's condition and that the product is not NF, Sensorex may impose up to a \$50 handling fee.

NF Policy

This NF policy applies only to Sensorex-branded hardware products currently offered at the Sensorex Online Store. As new products are offered, Sensorex reserves the right to determine whether or not this policy applies.

APO/FPO Addresses

If you're an APO/FPO customer and you're outside the domestic delivery area, the standard Sensorex Return and Refund Policy applies – with the exception that you're responsible for shipping the product back to a state-side return address, plus handling, customs, and inventory liability. Since you're responsible for the safe delivery of any product you're returning to Sensorex, we recommend that you insure it against loss.

Defective Items

If you discover what you believe is a product defect for any Sensorex-branded product, please contact Sensorex Technical Support at +1.714.895.4344 or support@sensorex.com. If your product does have a defect, your product is covered under the terms of your product's warranty. Please refer to the warranty information and other supporting documentation that came with your product. (See the Product Warranty section above for specific information about Sensorex product warranties.)

Retail partner purchases

Every genuine Sensorex product bought from sensorex.com or an authorized 3rd party distribution partner is authorized for replacement due to warranty issues, however, we do not offer returns or refunds on products bought from other 3rd party retailers. Please contact their customer support for more information.