



Return Policy

Nikon Instruments and its Authorized Dealers (Morell and MVI) shall waive the 15% restocking fee on returns for E&I Members if:

1. Returned Product is accompanied by a Return Material Authorization Number (to be provided by Nikon or the Dealer). No returned Product will be accepted without RMA#.
2. Product is returned within ninety (90) days of receiving at member facility.
3. Product is in its original packaging

Product must be new, unmarked and in original packaging with all warranty information as originally supplied. All such Product returned as defective must also be accompanied by a letter that clearly states the problem and shall be subject to inspection and verification by the seller. All product determined by the Seller, at Seller's sole discretion, to be defective will be exchanged on a unit-by-unit basis, subject to availability, and if not available, the Product will be repaired as expeditiously as is reasonably possible. If such repair cannot be completed within sixty (60) days after Seller's receipt of the Product, a credit shall be issued to the Participating Member in the amount paid for such Product.

All authorized returns must be shipped prepaid with a statement of the original invoice number and date, and delivered to a certified carrier within fifteen (15) days of issuance of the RMA. If at Seller's sole discretion a Product is determined to be defective, shipping costs will be reimbursed. Any Products returned without prior authorization from the Seller will be returned to the Participating Member at the Member's expense. Return requests for special orders, custom orders, or specific equipment requiring special factory orders will not be accepted at any time.

Members must contact their designated sales admin or Dealer to initiate all Returns and/or Claims.