

RMA Procedure

To ensure a smooth and efficient process in handling shipments, we would like to provide clear instructions to be followed by ISP Supplies customers in the unfortunate event that a shipment arrives damaged or does not match the reference provided.

We kindly request that the customer thoroughly inspect all incoming shipments upon delivery. The inspection should include a careful examination of the external packaging for any signs of damage or tampering.

If any package shows visible signs of damage or does not match the reference, the customer **must not accept** the goods. It is essential to inform the delivery personnel immediately and document the damage by taking clear photographs of the package before it is opened. These images will be critical in processing any insurance claims or handling discrepancies with the carrier.

Upon identifying a damaged shipment or package discrepancy, the customer should promptly contact RMA ISP through the designated email: rma@ispsupplies.com. Please share the photographic evidence and provide a detailed description of the observed issues.

Following the acknowledgment of the situation, ISP Supplies will initiate the return process. Upon receiving the returned goods and validating the damage or discrepancy, ISP Supplies will promptly proceed with either sending replacements or processing the applicable refund.



ALGcom product integrity reference