

RETURN POLICY

Our goal is to provide high quality products. If you are dissatisfied with your purchase, you may return it to Midwest Optical Systems within 30 days of the ship date. Claims for missing items or items damaged in transit must be received within two business days of receipt of merchandise.

You have the option to exchange the item(s) or receive a credit or refund for the full amount of the item purchased. Refunds for returned items will be issued in the same payment form as tendered at the time of purchase. If payment was made by credit card, once we receive the product we will credit your account. Please allow 7-10 days for a credit to appear on your credit card statement.

Please read all conditions below. If conditions are not met, Midwest Optical Systems reserves the right to refuse the return or to charge a 25% restocking fee.

How to return or exchange an item

In order to return an item you need to first obtain an RMA (Return Merchandise Authorization) number

- To request an RMA number, email us at rma@midopt.com
- To request an RMA number by phone, call Customer Service at 847-359-3550
- Place the original package into a shipping carton.
- Please do not place stickers or shipping labels on the original manufacturer's packaging.
- The RMA number must be clearly written on the outside of the shipping carton.
- Ship via insured ground service with a tracking number. Return shipping charges are the responsibility of the customer. MidOpt is not responsible for lost or damaged packages.

Send pre-authorized returns to: Midwest Optical Systems
322 Woodwork Lane
Palatine, IL 60067 USA

Warranty

Manufacturer warrants all components against defects in materials and workmanship for 24-months from the date of shipment. Manufacturer's liability under this warranty is limited solely to the Manufacturer's option of replacing, repairing or issuing credit in the amount of the purchase price of such product.

Return/Exchange

- All returned or exchanged items must be in new resalable condition, in their original box, and must include all packing material.
- Defective items may be repaired or exchanged at MidOpt's discretion for the same model or manufacturer's equivalent model.
- RMA numbers are valid for 10 days.
- Midwest Optical Systems is not responsible for any consequential or incidental damage resulting from the sale or use of any merchandise bought from us. MidOpt is responsible for the monetary value of the merchandise only.

Non-Refundable

Orders that include the following items cannot be modified or canceled.

- Custom size filters
- Filters 67mm in diameter or greater
- Non-stocked items
- Custom Optics
- Slip mounts
- Orders exceeding quantities of 50 pieces
- Unmounted Filters

Evaluation Policy

- Any stock lens, light or filter under 67mm in diameter may be evaluated for a period of 30 days.
- Customer must issue a PO or place a credit card on file to evaluate a product. New customers must first obtain credit approval (3rd party shipping is preferred).
- If merchandise is not returned within the 30-day evaluation period, customer will be charged the entire amount of the item.
- In the event the item is returned after the 30-day evaluation period, a 25% restocking fee will be applied.
- Items must be returned in original packaging and resalable condition.
- Ship via insured ground service with a tracking number. Return shipping charges are the responsibility of the customer. MidOpt is not responsible for lost or damaged packages.

Filter Performance

The performance of a filter is based on what happens to light passing through the filter. The apparent color of light reflected off the surface is not a reliable way to judge the filter's capabilities. Batch-to-batch difference in the apparent color of the coatings or filter substrates can often be easily seen when looking at two examples of the same filter type. The color of the coating does not indicate a disparity in performance. Standard surface quality for most filters is 40/20 scratch/dig. Filters 62mm and greater have a surface quality tolerance of 60/40 scratch/dig.