



Stock Return Policy

All requests must be made within 14 calendar days of product invoice date. Authorization of returns is at the sole discretion of Stirling Communications Supply Co., Ltd. (Hereafter "Stirling") All non-defective returns are subject to a 20% restock fee or a re-packaging charge, as applicable, at the sole discretion of Stirling. Accessories (stands, mounts, speakers, etc.) are not returnable.

Return request procedure

The authorized Stirling reseller must submit a Return Request online to obtain a Return Authorization (RA) number. See www.stirlingcomm.com, or call Stirling at (908) 604-9360 for details. All product returns require a Return Authorization number. If a request is authorized, you will be contacted by Stirling with a RA number and return instructions. The RA number must be written on the shipping label of the returned product. Please do not write on the box.

For products Stirling determines to have met all conditions listed below, credit will be issued at the lower of original invoice price or current dealer price at the time the product is received at Stirling. SHIPPING AND HANDLING, DELIVERY AND SIMILAR FEES (INCLUDING RELATED SALES TAXES) ARE NOT REFUNDABLE.

Conditions of Return

All products returned MUST: be 100 percent complete, resalable and contain ALL original manufacturer boxes with the original UPC code and packing materials, all manuals, blank warranty cards, accessories and any other documentation included with the original shipment. When possible, products should be double boxed to protect the original packaging.

All RAs expire 14 calendar days after issuance of RA number. Stirling reserves the right to refuse any item received after RA expiration.

Any item not meeting all of the above return criteria will be refused, shipped back to the dealer or assessed an additional restock fee of up to 25%, solely at Stirling's discretion.

Special Order Policy

Non-stock or "Special order" items are products that Stirling does not normally keep in stock. These items are ordered specifically for a particular customer on a non-cancelable and non-refundable basis. Such items come with a manufacturer's warranty. Stirling will not accept the return of these items and will not offer a credit or refund.

Shipping charges

All shipping charges and related expenses associated with the return of non-defective items are the complete and sole responsibility of the customer. The risk of loss for any damage to or destruction of the items during shipment shall be on the customer. Therefore, for your protection, we recommend you use a reputable carrier capable of providing proof of delivery, as well as properly pack and insure the return shipment.

All returns must have the RA number printed clearly on the shipping label and should be shipped to the following address:

Stirling Communications Supply
Attn: RA# _____
141 Lanza Ave
Garfield NJ, 07026