

IDIS Americas Credit Return Policy

IDIS Americas products have a 90-day return period from the date of shipment. Products outside of the 90-day return period are only eligible for Advance Replacement or Repair.

To be eligible for Credit Return, your products must be in their original condition and packaging. Proof of purchase or reference purchase order number must be provided. If you purchased through a distribution partner, please contact your local distributor to initiate a return.

For standard Credit Return initiation, contact sales@idisamericas.com.

When submitting your request, the following must be included:

1. Part Numbers & Quantity
2. Purchase Order Number
3. Reason for Return

All Credit Returns are subject to a restocking fee of 20% and may be returned to the sender if they are not in the original reported condition.

Requested products must not be shipped back unless approval has been received. Approvals will be sent from our sales support email referenced above with detailed return instructions.

If your request is for Repair or Replacement, please contact support@idisamericas.com.

If you have any questions, please contact sales@idisamericas.com.