



## Cancellation / Refund Request

DayStar filters strives for assurance of highest customer satisfaction standards. Any filter manufactured by DayStar Filters is warranted against defect for a period of 10 years from the date of manufacture. Customers who experience any type of dissatisfaction with workmanship of a product, which fails to meet its specifications should contact customer service immediately at 660-747-2100 to address these concerns. Customers who are not satisfied with the manufacturing quality of DayStar products for reason of defect or quality under warranty are guaranteed restoration for their goods.

### **CANCELLATIONS:**

If you changed your mind about your order and wish to cancel, please fill out the form below IMMEDIATELY. We cannot guarantee that a product order can be canceled, but we will try. After an in-stock item has shipped, the customer must then return the product freight pre-paid with the original packaging unopened to receive a full refund on the goods minus freight. Insuring goods is the customer's responsibility. Request for refund of non-defective, non-custom manufactured goods after receipt and will be charged a restocking fee of 15% minimum. All sales on used items are final, with consideration to the item's associated warranty.

We can not guarantee cancellation of a custom built product. Depending on whether manufacturing has started - up to 100 % cancellation fee will be applied. Non-custom standard stock items may be eligible for a waiver, whereas a 15% restocking fee applies to non-custom items. Each request for this eligibility will be considered on a case-by-case basis to determine the refundability of payment. PLEASE NOTE: a return authorization from the vendor is needed before the refund can be issued. Freight is fully nonrefundable.

The deposit for a filter is refundable *IF* the filter has not had any work performed on it, or parts manufactured or ordered for it. If the filter has had any work done to it the cost of the work will be deducted from the deposit and the balance will be refunded. It is up to the customer to request a refund in writing via Fax, email or US Postal Mail. That is the only way in which a refund request will be processed. *Note: Reversal of credit card charges via NPC or your bank does not constitute a refund. It will be considered breach of contract. Only DayStar Filters can issue a refund to the customer of the item after we have evaluated the order to determine rather a full or pro-rated refund is required. DayStar Filters will reverse any and all credit card reversals and charge backs so that the refund conforms to the policy stated here.*

DayStar Filters specializes in creating one of a kind hand crafted bandpass filters. These filters are all individually manufactured and tested to exacting standards. Delivery times may vary based on supply and demand at the exact time of your order and are an estimate based on best case scenario. Sometimes due to reasons beyond our control delivery estimates may be exceeded or items will take longer to finish than previously scheduled as our filters are not mass-produced. We try to give every order the time required for quality construction and testing throughout. We will work with you to insure your satisfaction. This delay in delivery is not a reason for a refund of the deposit. The balance of the cost of a filter will be paid once the filter construction is completed and sun-tested, and prior to shipment. Our standard wait time is 4-6 weeks with some special, unique orders occasionally requiring 6 months or more. Each item is hand made and does not always conform to an exact shipping date. Custom orders are fully nonrefundable after shipping.

### **RETURNS AND REFUNDS:**

- DayStar Filters' goal is customer satisfaction. We want you to be happy with your purchase.
- DayStar Filters guarantees the quality of the filter to be free of manufacturing defect, to operate at to the optical and mechanical standards set forth in our warranty, applied correctly; at the time of its shipment. DayStar Filters cannot guarantee the quality of throughput of a filter where not applied correctly to a telescope operating at ~F/30; in climates not suited for filter operation, or filters which have been tampered with. Filters are tamper-evident and lab technicians will report the status of filters which have been opened. Filters or products which are defective or
- DayStar Filters will not accept returns without prior approval.

In the event that a customer requests a return, DayStar Filters will deal with each case on an individual basis to assess the refundability of your custom order, and to clarify any applicable restocking fee on an in-stock item.

You may contact us at 660-747-2100 or [service@daystarfilters.com](mailto:service@daystarfilters.com)

*If your order was paid for by credit card, the refunded amount will be credited to your account within 4 business days after receipt and inspection of the returned goods. (if you have a bank card with immediate debit) or within 30 working days (if you have a bank card with deferred debit). If goods are found to be returned in used condition, a refund cost consideration will be assessed based on the inspection made at time of return, and at the sole discretion of DayStar Filters.*

How did you place your initial order?

\_\_\_ phone order \_\_\_ Fax order/confirmation \_\_\_ through dealer Name on order \_\_\_\_\_

Pd by check \_\_\_\_\_ by Credit Card \_\_\_\_\_ Date of order \_\_\_\_\_ Today's Date \_\_\_\_\_

Order invoice or quote number \_\_\_\_\_ Date of authorization for charge \_\_\_\_\_

Item(s) purchased \_\_\_\_\_ Item being cancelled \_\_\_\_\_

Reason for cancellation of order \_\_\_\_\_

\_\_\_\_\_  
Signed: \_\_\_\_\_