



Cancellation Policy | Wavelogix, inc.

At Wavelogix®, Inc., we strive to provide exceptional service and high-quality products to meet the needs of our customers. We understand that circumstances may arise that require order cancellations. This cancellation policy outlines the terms and conditions for canceling orders of Wavelogix, Inc.

1. Order Cancellation Timeline

- **Before Shipment:** Orders can be canceled without penalty if the cancellation request is submitted before the product has been shipped.
 - **After Shipment:** Orders canceled after shipment will be subject to return shipping fees and a restocking fee (outlined below).
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2. Cancellation Request Process

- To request a cancellation, contact our Customer Support team Monday- Friday 8:30 am – 4:30 pm CST 630.854.0269 or email us at support@wavelogix.tech
 - Provide the following details with your cancellation request:
 - Order Number
 - Customer Name
 - Reason for Cancellation
 - Cancellation requests will be processed during business hours (Monday–Friday, 9:00 AM–5:00 PM CST).
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3. Restocking Fee

- A **15% restocking fee** applies to cancellations made after the product has shipped and/or if the product is returned in an unused condition.
- The restocking fee will be deducted from the total refund amount.

314 Saint Paul Blvd., Carol Stream, IL, 60188

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4. Refund Policy

- Refunds will be processed within **10 business days** of receiving the cancellation request or returned product, whichever is applicable.
- Refunds will be issued to the original payment method. If an alternate refund method is required, please indicate this in your cancellation request.

5. Non-Refundable Items

- Customized or special-order sensors are non-refundable and cannot be canceled after the production process has started.
- Any sensor damaged due to misuse or improper handling is not eligible for return or refund.

6. Exceptions

- If the product is found to be defective upon delivery, Wavelogix will replace the item at no additional cost. Please refer to our **Warranty Policy** for more details.

7. Contact Information

For questions or assistance with cancellations, please contact:

- **Email:** support@wavelogix.tech
- **Address:** 314 Saint Paul Blvd., Carol Stream, IL, 60188

By placing an order with Wavelogix, you agree to comply with this cancellation policy. We reserve the right to amend this policy anytime, with updates on our website.

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