



ORDER CANCELLATION AND RETURN POLICY

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ORDER CANCELLATION AND RETURN POLICY

True Phantom Solutions Inc. is committed to delivering products of the highest quality and precision. In the unlikely event that you need to cancel or return a TPS-manufactured product, our Order Cancellation and Return Policy outlines the conditions and procedures that apply. Please note that cancellation and return eligibility apply exclusively to products manufactured by TPS

To initiate the cancellation and return process, please email us at info@truephantom.com. We will require the Invoice number, PO number, and a written description of the reason for the cancellation and return. The returned product must still be in saleable condition ("like new" with minimal signs of use) and repacked in the original case (if provided) or one offering comparable protection.

1. Eligibility and Conditions

- 1.1. All cancellations and returns require prior TPS approval. Unauthorized cancellations or returns will not be accepted.
- 1.2. Cancellations and returns requested due to verified manufacturing defects must follow the procedures outlined in Chapter 2.
- 1.3. Cancellations and returns requested due to customer dissatisfaction (not related to a manufacturing defect) must follow the procedures outlined in Chapter 3.
- 1.4. Cancellation requests submitted prior to shipment must follow the procedures outlined in Chapter 4.
- 1.5. Products purchased through official distributors may be subject to different cancellation timelines or conditions. Customers must contact the distributor directly to initiate any Cancellation and return request
- 1.6. Cancellation and return eligibility do not extend to products purchased from third-party sellers who are not official TPS distributors.
- 1.7. Cancellation and return eligibility do not extend to products sold as-is or to consumable components (such as fuses or batteries), as these items are considered final sale.
- 1.8. Cancellation and return eligibility do not extend to products not manufactured by TPS.
- 1.9. Cancellations and returns are not eligible in cases involving abuse, misuse, incorrect installation, insufficient or inaccurate design data provided by the customer, acts of God, natural disasters, terrorism, pandemics, or other external factors.
- 1.10. Cancellation and return eligibility do not extend to products that have been repaired, modified, or altered outside of TPS-authorized facilities.
- 1.11. For paid orders, refunds will be initiated only after TPS has received and inspected the returned phantom and after applying the applicable restocking fee.
- 1.12. For unpaid orders, an invoice will be issued for any applicable restocking or cancellation fees.
- 1.13. Outstanding dues must be settled before any future orders can be processed.
- 1.14. TPS is not liable for any damage incurred during return shipment resulting from inadequate or improper packaging, nor for loss of the phantom when the shipment is handled by the customer.

2. Post-Shipment Order Cancellation Due to Verified Manufacturing Defects

- 2.1. Upon receiving your shipment, please inspect it immediately for completeness and test the product for any manufacturing defects. Any missing, damaged, or defective items must be reported within 10 calendar days of delivery by emailing our customer service team at info@truephantom.com.
- 2.2. If the cancellation and return process is initiated within 10 calendar days of delivery, a restocking fee of 0% will apply to standard products and 10% to custom products.
- 2.3. Order cancellation and return requests must be submitted within 30 calendar days of delivery.
- 2.4. For cancellations and returns initiated between 11–30 calendar days of delivery, a restocking fee of 10% will apply to standard products and 25% to custom products.
- 2.5. Requests submitted after 30 days are not eligible for cancellation and return.
- 2.6. All costs associated with the return shipment are the customer's responsibility.
- 2.7. The phantom must be returned in its original condition, free from damage, contamination, alterations, or unauthorized modifications.
- 2.8. Once the product is received, TPS will conduct a detailed inspection and issue a refund.
- 2.9. The remaining balance, after deducting the applicable restocking fee, will be refunded to the original payment method. Refunds will be processed within 10–15 working days after TPS has received and inspected the returned phantom. If no payments have been made toward the order at the time of return, an invoice for the applicable restocking fee will be issued and must be paid within 30 days.
- 2.10. Customers who fail to settle the applicable restocking fee will not be eligible to place future orders until all outstanding dues are cleared.

3. Post-Shipment Order Cancellation Due to Customer Dissatisfaction

- 3.1. If you are not satisfied with the product and wish to return it due to dissatisfaction, please initiate the cancellation and return process as soon as possible. In all cases, the customer is responsible for all costs associated with the return shipment.
- 3.2. If the cancellation and return process is initiated within 10 calendar days of delivery, a restocking fee of 10% will apply to standard products and 25% to custom products.
- 3.3. For cancellations and returns initiated between 11–30 calendar days of delivery, a restocking fee of 20% will apply to standard products and 25% to custom products. TPS will not accept any return or refund requests submitted after 30 days.
- 3.4. Refunds will be processed within 10–15 working days after TPS has received and inspected the returned phantom. The remaining balance, after deducting the applicable restocking fee, will be refunded to the original payment method.
- 3.5. If no payments have been made toward the order at the time of return, an invoice for the applicable restocking fee will be issued and must be paid within 30 days.
- 3.6. Customers who fail to settle the applicable restocking fee will not be eligible to place future orders until all outstanding dues are cleared.

4. Pre-Shipment Order Cancellation

- 4.1. Cancellation requests submitted within 10 calendar days of the Purchase order date are eligible for cancellation with no restocking fee for both standard and custom products.
- 4.2. For cancellation requests submitted after 10 calendar days but before shipment, a cancellation or restocking fee of 10% will apply on standard products and 20% on custom products.
- 4.3. Cancellations for orders delayed or hindered due to a lack of customer correspondence, insufficient information, or incomplete data required for the design and production of custom phantoms are subject to a 25% restocking or cancellation fee.
- 4.4. Regarding cancellations due to delays from TPS: If the TPS team provides written notice at least two weeks prior to the agreed deadline, including a clear explanation for the delay, the order will not qualify for exemption from standard cancellation terms, and the applicable cancellation or restocking fee will apply. However, if TPS exceeds the agreed lead time without providing such advance notice, or if the customer does not approve the delay explanation and does not wish to proceed further, no restocking or cancellation fee will apply to either standard or custom products.
- 4.5. For paid orders, refunds will be initiated after TPS has deducted the applicable restocking fee. For unpaid orders, an invoice will be issued for the applicable cancellation fee. Customers who fail to settle these fees will not be eligible to place future orders until all outstanding dues are cleared.

5. Policy Amendments

- 5.1. All terms and conditions outlined herein are applicable unless otherwise stated on the quote/invoice.
- 5.2. Policies are subject to change at any time, and the customer agrees to these terms when submitting an order to True Phantom Solutions.