Conditions of Sale

Return Policy

If you are not satisfied for any reason, items may be returned within thirty (30) days of delivery for refund or exchange. The date of delivery is considered day one. Returns requested thirty (30) days after delivery may not be eligible for return and additional fees may apply. These are considered on a case-by-case basis.

How to Obtain a Return Material Authorization (RMA)

- Contact the Returns Department
    - Email: returns@sevatechnical.com
    - Phone: (757) 930-0065

Conditions

A Return Material Authorization number (or RMA) is required for return. All items must be returned in the original packaging, unused, and in resalable condition. Returns are subject to inspection and evaluation upon receipt of return.

Exceptions

- Items noted as non-returnable on quotation or at time of purchase
- Custom items
- Perishable items or those with an expiration date not meeting our shelf-life policy
- Hazmat items: The vast majority of hazmat items fall under carrier policies that prohibit return shipment. For details about return eligibility, email returns@sevatechnical.com for evaluation by our Returns Department.
- Items designated with manufacturer Bayani Designs are non-returnable.

Restocking Fee

All returns are subject to a restocking fee up to 30% of the cost of the returned item(s). The restocking fee will be deducted from your refund. If the return is for exchange, payment for the restocking fee will be due prior to shipment of the exchange.

Last Revised: 08/24/2026

Shipment Inspection

Damage to shipments must be reported to SEVA Technical Services, Inc. within five (5) business days per National Motor Freight Class (NMFC) guidelines. The date of delivery is considered day one. Damage reported after this period may not be eligible to be replaced, repaired, or refunded.

Acceptance of shipments with visible damage to the packaging or item will be understood as acceptance of the products as is and may not be eligible to be replaced, repaired, or refunded. Shipments with visible damage should be refused at delivery and/or the damage noted at delivery on the bill of lading (BOL) or shipping documents supplied by the carrier. You may be required to provide a copy of the BOL or documents showing the notation at the time of delivery of the damage.

Quantity discrepancies and shortages of shipments without damage or missing deliveries must be reported to SEVA Technical Services, Inc. within thirty (30) calendar days from the date of delivery provided by the carrier. The date of delivery is considered day one. A packing slip will be emailed to the purchaser at the time of shipment and will note the item and quantity in the shipment.

Cancellation of an Item or Order

Orders or individual items may only be cancelled if the item has not already entered the shipping process, either by the supplier or SEVA Technical Services, Inc. Items noted as non-cancellable or made-to-order items may not be cancelled.

A cancellation request must be submitted via email to orders@sevatechnical.com**.** Requesting the cancellation does not guarantee that the item can be cancelled. SEVA Technical Services, Inc. will review the request and confirm via email whether the item may be cancelled.

Last Revised: 08/24/2026

Shelf-life Policy

Forty-five (45) calendar days for items with over ninety (90) days shelf life from date of manufacture.

Fifteen (15) calendar days for items with under ninety (90) days shelf life from date of manufacture.

NIST Certification

NIST calibration certificates typically last for one year from the date the instrument is placed into service, though this interval can range from six months to two years depending on the device, usage, and manufacturer recommendations. While some specific, stable materials may last longer, most, such as thermometers and barometers, require annual recertification.

Certificate Duration

- Start Date: The validity period often begins when the device is first used, not when it was calibrated.
- Device Type: Humidity sensors may last 7 months, while some temperature sensors last up to 25 months.
- FIPS 140-3 Validation: Cryptographic modules are placed on an active list for 5 years.
- Usage: High-frequency usage or strict regulatory requirements (e.g., CDC guidelines) may necessitate more frequent calibration (e.g., every 1–2 years).

Last Revised: 08/24/2026

General Warranty

Items sold are warranted to be free from defects in materials and workmanship in accordance with the original manufacturer warranty. The manufacturer warranty period will begin on the day of delivery to the customer.

Extended warranties, if negotiated, will be as stated in writing to customer. Warranty claims must be provided in writing to returns@sevatechnical.com.

Claims related to shipping and postage must be made at the time of delivery unless specifically covered by extended warranty.

Bayani Designs

- Bayani Designs products have a 60-day limited warranty for end-users.
    - Limited warranty includes manufacturer's defects identified by the end-user within 60 days of the date purchased from the distributor.
- Defective units must be exchanged within 60 days of the end-user receiving the item.
- Defective units will be shipped to Bayani Designs directly for exchange, not the distributor.
- Other manufacturers' products (i.e. earplugs) sold with Bayani Designs' products are not covered under warranty.
- Proof and date of purchase is required to process a claim.

Footwear Warranty

Footwear comes with a 12-month limited warranty against manufacturing defects. For a warranty claim to be filed, the footwear must be returned from the original shipping address or another address within CONUS.

The manufacturer will review the claim and, if a manufacturing defect is found, SEVA will either replace the footwear with the same model or offer a discount towards the purchase of new product. The discount is determined by SEVA using the date of purchase, type of defect, and the amount of wear on the footwear.

Conditions

- The product was purchased within the previous 12-month period.
- The footwear has been properly cared for and maintained.
- The footwear has been used under proper conditions and not subjected to abuse.
- The warranty is only valid for the original purchaser and is not transferable.

Warranty Exclusions

- Normal wear and tear.
- Alterations, modifications, or repair work performed by anyone other than the manufacturer
- Damage caused by chemical or other foreign contamination.

Last Revised: 08/24/2026

- Any safety-toe or metatarsal guard footwear after the footwear has sustained an impact in excess of the specified ASTM, CSA, or EN safety rating for such footwear.
- Broken or frayed Laces and worn-down Insoles.
- Fit and comfort issues of the footwear.
- Odors from the footwear after they have been worn.
- Cuts, abrasions, or damage resulting from accident, neglect, abuse, misuse of the footwear.
- Slip Resistance is not covered under warranty.