



Standard Returns and Claims Policy

Heat Transfer Products

Revised, April 1, 2026

Discrepancy and freight claims

Customers should inspect deliveries immediately upon receipt and note any visible shortages or damage on the delivery receipt. Claims for shipment discrepancies, errors, shortages, or visible freight damage should be reported as quickly as possible after discovery, and visible freight damage must be recorded on the carrier's delivery receipt. It is the customer's responsibility to deny delivery or properly record any packaging damage at time of delivery. Failure to do so may result in claim denial.

If damage is discovered after delivery, the issue must still be reported promptly with supporting photos and a description of the problem. TSM may request additional documentation needed to evaluate the claim.

Return authorization required

All returns, including stock adjustments, new product returns, warranty returns, and approved claim-related returns, require a valid RMA or RGA before shipment or disposition. Products shipped back without prior authorization may be refused or returned freight collect, and the authorization expires after 30 days if the product is not returned in that period.

Customers should submit requests through the designated TSM claim form, claims email, sales representative, or customer service representative, and include all required documentation with the request. Customers should not take deductions for returns, discrepancies, or other claims until TSM has reviewed the claim and issued the applicable credit.

Required documentation

To support a claim or return request, customers should provide proof of purchase, a written description of the issue, and photos or video showing damage, defect, or other problem. For freight claims, photos should include both the product and packaging condition.

TSM may also request order confirmations, product identifiers, packing slips, delivery receipts, or other supporting information needed to verify the claim. Incomplete submissions may delay review or affect eligibility for credit.



Returns and return conditions

Approved returns must be shipped to the address shown on the authorization. Credit, when issued, is based on the original sale transaction and applied according to the customer's account status and terms. If an account is past due, credits may only be applied to the account balance.

Stocked new products may be returned within 30 days from the date of purchase, subject to authorization and applicable restocking fees. Special order products are not eligible for return, and no credit will be given for items in non-saleable condition, items with missing components, opened bagged items, damaged items, or items not supplied by TSM.

Standard returns are generally subject to a 25% restocking fee unless otherwise approved, while special or custom order products are non-returnable unless required by law or specifically authorized by TSM. For non-TSM products returned to TSM, the customer is responsible for return freight, prior shipping charges incurred by TSM, and applicable handling charges.

Warranty returns and field repairs

Warranty returns require prior authorization and may require return of the product for inspection, retention of the product for field inspection, approved field disposal, or retention after an approved field repair, depending on TSM's instructions. Customers must follow the disposition instructions provided for the claim.

Warranties cover the product only and do not include coolant, labor, catastrophic related-part failures, or other installation-related costs unless specifically approved. Warranty rights are limited to the first retail purchaser with proof of purchase.

The warranty may be voided for TSM Products if ELC/OAT/POAT (commonly referred to as "Red Coolant") is used with our products. This coolant is not approved for use, can damage products and may lead to failure.

If a field repair is requested instead of a return, prior approval must be obtained before repair work begins. To request labor or repair credit, customers must provide an itemized invoice or work order and before-and-after photos, and reimbursement is limited to documented eligible costs under current TSM policy.

Contact and submission guidance

Customers should report issues as soon as possible after discovery and use the designated TSM submission channel provided by their sales representative or customer service contact. TSM may request return shipment, field inspection, disposal documentation, or additional supporting materials before final resolution.