

Rental customers are provided a "Request Cancellation" option in the customer portal once all shipping and associated fees have been added to the final invoice and order is placed in an "Order Booked" status. An accepted request for cancellation occurs prior to customer payment processing. Once payment has been processed refund requests will be considered on a case by case basis.

Payment Processing Fees. Online payments are processed through a third-party online payment platform which charges a processing fee to facilitate the transaction. Refunding of the original rental transaction processing fees are subject to the payment platform refund policy. "There are no fees to refund a charge, but the fees from the original charge are not returned".

**CANCELLATIONS BY YOUR EQUIPMENT SUPPLIER** – In the event that your Equipment Supplier cancels your booking for any reason, you will be notified as quickly as possible and refunded 100% of **any** amounts paid, including all associated fees. TecShares is not responsible or liable for cancellations by your Equipment Supplier.

#### **Refunds (if applicable)**

Requests for refund following receipt of the rental equipment. Once the equipment has been returned and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 30 days.

#### **Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [office@TecShares.com](mailto:office@TecShares.com)

#### **Exchanges (if applicable)**

Rental equipment may be exchanged at the suppliers expense if it was received defective or damaged. To requests for exchange, email us at [office@TecShares.com](mailto:office@TecShares.com) and ship your item to: TecShares, 3308 Ella Blvd, Houston TX 77002, United States.

Unless damaged or defective, The customer is responsible for paying shipping costs for returning the rental equipment. Shipping costs are non-refundable.