



True Submeter Return Policy

Thank you for choosing True Submeter. We aim to provide high-quality submetering solutions tailored to your needs. Please review our return policy below:

Unused Products: We accept returns for unused products only. If you decide to return an unused product, please ensure it is in its original condition and packaging. Returns must be initiated within 30 days of the purchase date.

Refund Terms: Upon receiving the returned unused product, we will inspect it to ensure it meets our return criteria. Please note that due to the nature of our products and the labor involved in configuring them to meet specific property standards and requirements, we offer an 80% refund of the product's purchase price. This deduction covers both the cost of parts and the labor invested in configuring the submeters to meet your property's standards, set fees, and associate them with the correct location.

Used Products: We regret to inform you that we cannot accept returns for used products. If you encounter any issues with a used product or if it is not meeting your expectations, please contact our customer service team for assistance. We are committed to ensuring the functionality and satisfaction of our products and will work with you to address any concerns or replace malfunctioning meters.

Return Process: To initiate a return, please contact our customer service team with your order details and reason for return. We will provide you with further instructions on how to proceed with the return process. Return shipping costs will be the responsibility of the customer unless otherwise specified by True Submeter.

Exceptions: In cases where the product is defective or does not meet the specifications outlined at the time of purchase, True Submeter will assess each situation individually and may offer alternative solutions, including replacement or repair.

Contact Us: If you have any questions or concerns regarding our return policy or the functionality of our products, please don't hesitate to reach out to our customer service team. We are here to assist you and ensure your satisfaction with True Submeter.

Thank you for your understanding and cooperation.

True Submeter LLC.
15105 Minnetonka Ind. Rd. STE 222
Minnetonka, MN 55345
612-433-2239