

Title: Return Policy		Number: QA-D-03
Process Owner: Quality Manager	Rev. B	Date: 10/23/2019

## Azer Scientific – Return Policy

### Standard Policy:

Azer Scientific is committed to providing excellent customer service and high-quality products. If you are not completely satisfied with your purchase, please contact us in accordance this policy.

Items in pristine/resalable condition can be returned up to (30) days from the date of invoice without a restocking fee. Items in pristine/resalable condition can be returned up to (90) days after invoice but will be subject to a 15% Restocking Fee. Items must be free from all markings, labels and in their original packaging.

Items not in original packaging but in resalable condition, can be returned up to (30) days from date of invoice but will be subject to a 25% restocking fee.

Items not in their original packaging, cannot be returned after (30) days. No returns can be accepted after (90) days.

### Exceptions:

The following products are nonrefundable and not eligible for return:

1. Special Orders
2. Made To Order (MTO)
3. Custom Products
4. Private Labeled Product
5. Expired Product

The following items cannot be returned if they are opened:

1. Slides (including Control Slides)
2. Cover Glass
3. Stains
4. Fixatives
5. Chemicals
6. Glucose Tolerance Beverages
7. Sterile Products
8. Lab Equipment
9. Linearity Products
10. Tamper Evident Packaging

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**Returns:**

Azer Scientific must be notified before any return can be made. A Return Authorization is required for all returns. Azer Scientific reserves the right to refuse credit on any merchandise returned without a valid Return Authorization. Azer Scientific will inspect each return to determine if the return is in pristine/resalable condition. Azer Scientific reserves the right to charge a restocking fee for any product deemed unfit for resale.

**Return Authorizations:**

A Return Authorization must be obtained from our Quality Department before any return is made. Merchandise must be returned within (14) business days of the issuance of the Return Authorization, at which time the Return Authorization expires. Return Authorizations are non-renewable.

**Shipping Returns:**

Unless the return is due to an error by Azer, the item is your responsibility until it reaches us. Therefore, for your own protection, we recommend that you send the parcel using a traceable delivery service that insures you for the value of the goods.

The Return Authorization will provide instructions on how and where to ship the product. All returns should be made in the original packaging whenever possible and overpacked to prevent damage in transit. If original packaging is not available, a restocking fee will apply. Items damaged in transit will not be refunded and the shipper must file a claim with their freight carrier.

If the return is related to an error on our part, return shipping labels will be provided along with the Return Authorization.

**Credits:**

Credits will only be issued once the product has been received and inspected and determined to be in resalable condition. Credit will only be issued for the cost of the product less the restocking fee. Restocking fees will be assigned at Azer's discretion upon receipt and inspection of the return. Shipping charges will not be credited.

**Warranties:**

Azer Scientific will honor and facilitate all equipment warranties with the manufacturer according to their terms and conditions. Return shipping costs are the responsibility of the customer and the manufacturer will cover the shipping to return the repaired unit to you. Loaner equipment is generally not available.