



9051 River Road
Pennsauken, NJ 08110
PH: 800-257-7740
O: 856.665.6111
F: 856.665.5408
www.cetylite.com

RETURN GOODS POLICY

Cetylite, Inc. is committed to excellence in Customer Service and satisfaction. Should you need to return products, please contact the Customer Service Department at 1-800-257-7740, and follow the below instructions.

Procedure for Returning Products

A Return Request Form is required for the return of products. Please Contact **Cetylite** Customer Service by telephone to obtain a Return Request Form. Upon completion of the form, if approved, you will receive a Return Authorization Number (RA#) via fax/email. The RA# is required prior to shipment to **Cetylite**.

Returnable Product

Cetylite will accept the following for credit:

- Product with at least 3 months of the expiration date remaining.(ie.-Short dated product)
- Overstock product with at least 6 months of the expiration date remaining.
- Product Shipped in error on the part of **Cetylite**.
- Wrong item ordered.
- Product damaged in transit.
- Cancelled orders.

Non-Returnable Product

- Product that expires in less than 3 months.
- Outdated merchandise for destruction.

Terms of Return

- Our Regulatory Department requires an acceptable reason to be given for any return. The reason must appear on all return documentation.
- Approved returns are subject to a 20% repackaging / restocking fee that will be deducted from the total credit.
- Unapproved returns are subject to a 20% destruction fee that will be deducted from the total credit.
- Credit shall not be deducted before Cetylite has designated the correct credit amount due.
- Cetylite will not pay for product that has been destroyed by the distributor's third party.
- 3rd Party Destruction: Cetylite will not be responsible to pay any product destruction fees.
- Product returned without approved RA# will be refused.
- The Purchase Order number, Packing List number or Invoice number must be given when merchandise is damaged in transit. Credit or product replacement will not be given to self-insured companies.
- **The lot number shipped to you must be the lot number returned to us in order to receive credit or replacement.**
- The RA# must be placed on the outside of the shipping carton. Cetylite will not accept returns if the RA# is not visible on the outside of the carton.
- Approved returns must be mailed to:

Final Return Goods Policy February 2013



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