

## 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 or [returns@cetylite.com](mailto:returns@cetylite.com) 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 or [returns@cetylite.com](mailto:returns@cetylite.com) 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:

- Shipped/received wrong product (in error on the part of Cetylite)
- Leakage
- Damaged in transit
- Short dated (Product is returnable for a 3 month period; the period from 3 months before expiration until expiration date)
- Defective

### Non-Returnable Product

- Expired product
- Outdated merchandise for destruction.

### Terms of Return

- **Product must be returned within 60 days of receiving an RA number. Returns delivered after 60 days of the issuance of an RA number will be refused at the door.**
- FDA mandates that our Regulatory Department obtain a 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.
- 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.
- 3<sup>rd</sup> 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 if the order was shipped collect via Common Carrier or LTL.
- **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 shipping carton. **Cetylite will not accept returns if the RA# is not clearly and boldly visible on the outside of the carton.**
- Approved returns must be mailed to: 9051 River Rd Pennsauken NJ, 08110