

RETURN GOODS POLICY

Cetylite, Inc. is committed to excellence in Customer Service and satisfaction.

End-user Customers: To return items purchased from a distributor, please contact the distributor where you made your purchase. The distributor's return/replacement policy should be followed.

Distributors: For all Cetylite product returns, including those from your customers that you may have already credited or replaced, please contact Cetylite at 1-800-257-7740 or returns@cetylite.com.

Product Not Acceptable for Return—no credit will be issued

- Expired product
- Outdated merchandise for destruction
- Empty containers where product has been depleted

Product Acceptable for Return

Cetylite will accept the following for credit:

1. Shipped/received wrong product (in error on the part of Cetylite)
2. Leakage (of product)
3. Damaged in transit please provide a picture, if possible
4. Short dated (Product is returnable for a 3 month period; the period from 3 months before expiration until expiration date)
5. Defective (Specify)—***to be confirmed/denied after product inspection by Cetylite's Quality Control department***

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.
- 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. **Cetylite will not issue an RA# or process a credit or replacement for an order if, at the customer's request, the original shipment was shipped collect via Common Carrier or LTL. Claims must be made with the customer's freight forwarder.**
- **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 sent to: 9051 River Road, Pennsauken, NJ, 08110