



Tracker# _____

Fox Scientific, Inc.
Return/Credit Information Form

Company Name: _____		Account Number: _____	
Contact Name: _____		Contact Email: _____	
Contact Phone Number: _____		Sales Order Number: _____	
Item Number(s): _____ _____		Reason for Return: _____ _____	
Hazardous (if Chemical): <input type="checkbox"/> Yes <input type="checkbox"/> No		Lot Number(s): _____	
Sterile: <input type="checkbox"/> Yes <input type="checkbox"/> No	Opened: <input type="checkbox"/> Yes <input type="checkbox"/> No	Custody Seal: <input type="checkbox"/> Yes <input type="checkbox"/> No	Broken: <input type="checkbox"/> Yes <input type="checkbox"/> No
Equipment: <input type="checkbox"/> Yes <input type="checkbox"/> No	Equipment Serial Number: _____		

Please include images of inside/outside packaging and damages for damage claims.

Fox Scientific, Inc Return Policy:

Returns must be approved by Fox Scientific, Inc. before returning. Returns must be made within 30 days of purchase. Returns are subject to a 20% restock fee. We do not accept any returns after the 30 day period. Warranty/repairs are handled by manufacturer warranty departments and Fox Customer Service can assist in getting the information needed to handle this. Damages, shortages, miss-shipment or over-shipped item(s) need to be reported within 24hrs of receipt.

Opened sterile items or items with broken custody seals may not be returned.

If shipment is refused by customer, Fox Return/Credit Department will investigate the situation before issuing credit for product(s) as well as freight shipping charges.

Customer has 7 business days from day of receipt of the call tag to return the item. If item is not returned or in transit by the end of the 7th business day, the customer accepts the product and the return will be cancelled and the customer will be invoiced. Credits will be on a case-by-case basis provided certain criteria is met. Returns/Claims Department will notify customer. All shipments must be inspected for freight damages before signing freight BOL clear. Any damages found after signing will be the responsibility of the consignee.

Fox Scientific, Inc. will not grant credit for:

- *Products which have been discontinued
- *Products which are personalized or customized
- *Products not purchased from Fox Scientific, Inc.
- *Refrigerated or temperature controlled products
- *Sterile Products
- *Products which are outdated, shelf-worn, used or defaced and, therefore, unsuitable for return to stock and resale as new
- *Reagents, diagnostics, or chemicals which have been opened.
- *Products with broken custody seal
- *Products potentially contaminated by customer's chemicals/tests.

This policy is subject to change without notice by Fox Scientific, Inc. This policy is further subject to modification or revision as Fox Scientific, Inc. may deem appropriate or necessary to comply with applicable federal, state, local and international laws, rules and regulations, and any other applicable regulatory agency guidelines and restrictions.

Printed Name

Title

Date

Signature

8221 East FM 917 • Alvarado, TX 76009 • Phone: (800)369-5524 • Fax: (817)783-3571 • www.foxscientific.com • returns@foxscientific.com
Return form.doc



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Freight Receiving suggestions:

Verify package count. When shortages are discovered, have the driver sign and note the # of missing packages on the delivery receipt. Only sign for the exact number of packages you received.

Carefully examine each carton for damages. If any damages are visible, it should be noted on the delivery receipt. Be sure the driver also signs the delivery receipt damaged. If the driver does not have time for you to inspect the delivery then sign the sheet with note "subject to concealed damages".

After delivery, inspect all contents. Be sure to examine all the merchandise immediately to check for shortages or concealed damage and the correct items were received.

Retain damaged items. The damaged items, containers and all inner packaging must be held at the receiving area until the freight company can make an inspection.

Call Fox Scientific immediately to report damages. A damage claim must be made within 48hrs with Freight companies. Failure to report damages immediately will most certainly result in denial of claim. Call Fox immediately to report damages.

Contact Fox Scientific immediately to report any problems with the delivery. If you find any problems with your shipment, please contact customer service immediately to have the situation resolved. Customers have 20-30 days to report any other returns/wrong items, etc.

Returning wrong or damaged products. Fox Scientific will arrange to either have the freight company inspect the material if damaged or will arrange to have the wrong item picked up and exchanged.

Credit will be issued to your account. Once the proper procedure has been verified, Fox will either issue credit or provide a No Charge replacement, depending on type of return/issue(s). If the item(s) is/are returnable, credit will be issued once Fox has received the product back and verified its condition. If it is a vendor direct, Fox will issue credit once the Vendor has released the credit.

Wrong items sent must be in resalable condition. If product is not in resalable condition, the credit will not be issued. Restock fees may apply.

Returns/Claims Department Notes:

Office use only		
Sales Rep:	CSR:	Fault:
Charge Restock Fee:	Start of Return Date:	Return Completed: