



## ***Fox Scientific, Inc.***

### ***Return Policy***

Returns must be approved by Fox Scientific, Inc. before returning any products. Customer will be provided an RMA# which must be labeled on the outside of the package.

Returns must be made within 30 days of receipt of purchase **OR** per Manufacturer's Return Policy. Please contact Fox Scientific, Inc. as soon as possible with your return request.

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 Returns Department can assist in getting the information needed to handle this. Shipments/freight to the manufacturer for warranty repair/replacement is the customer's responsibility.

Customer needs to include any images/documents available along with their claim. Please also include any lot numbers or serial numbers associated with the product with claim request.

Damages, shortages, miss-shipment or over-shipped item(s) need to be reported within 24hrs of receipt.

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 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 7<sup>th</sup> business day, the customer accepts the product, and the return will be canceled, and the customer will be invoiced.**

Credits will be on a case-by-case basis provided certain criteria is met. If product is expected back to Fox or Manufacturer, the credit will not be issued until product is received and inspected.

Returns/Claims Department will notify customer of resolution and will either apply the credit to the original invoice/replacement order or release the credit to the customer's account for future use.

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.

**\*Products which have been discontinued  
Fox Scientific, Inc. will not grant credit for:**

\*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\*Products which are outdated, shelf-worn, used or defaced and, therefore, unsuitable for return to stock and resale as new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.

**Hazardous chemical returns:** Shipping and freight back to Fox is the responsibility of the customer regardless of blame due to freight company policies. Customer must be licensed to ship hazardous material or seek a hazmat broker to ship the product back to Fox on their behalf.

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.

### **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