

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

- **Expired product for any reason including destruction – NO CREDIT WILL BE ISSUED**
- 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 90 day period; the period from 90 days 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