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## Aquaflex Return Policy

- Full accounting of materials must be provided in advance of RA (Return Authorization).
- Formulators provides an excess of materials with each order. This material is NOT subject to return.
- An RA will not be issued for any shipment 60 days after shipment delivery.
- Formulators will not pay return freight, freight to a secondary warehouse or accept Freight Collect shipments.
- Materials returned without RA number will be refused.
- Upon issuance of the RA, the client has 30 days for return.
- Credits will not be issued or estimated in advance of shipment.
- Credits will not be issued for materials with open or partial containers.
- Credits will not be issued until QC check of returned materials.
- Credits will be issued minus 30% restock fee for materials deemed merchantable.
- Credit memos will expire 12mos from date of issuance.

### **MERCHANTABLE CONDITION**

Merchantable condition will be determined by Formulators ability to return the item to its inventory for resale in the normal course of its business without special preparation, testing, handling or expense.