

RETURN GOODS AND ALLOWANCE POLICY

Authorization for the return of merchandise must be obtained from a Unique Technologies representative. Requests for authorization must include the following:

- A. Date
- B. Customer name and contact information
- C. SKU and Lot Number
- D. Quantity of Product being returned
- E. The product's associated Purchase Order
- F. Reason for Return: "Ordered in Error," "Customer Return," etc.
- G. If defect, date when the defect was noticed and the details of use

Upon authorization, a RMA # will be provided by Unique Technologies. Please have the RMA # plainly visible on the exterior packaging and on all internal documentation included with the return shipment.

A 20% restocking fee will be applied and the purchaser is responsible for all freight and customs charges on returned product unless due to error by Unique Technologies.

A credit for returned product will be issued upon receipt.

All claims regarding errors in ordering or shipment must be made within 45 days of the initial shipment and may not be acceptable for return if:

- A. the product was manufactured at customer request or to customer specifications,
- B. its packaging has been modified, or
- C. the product has been used, tampered with, or damaged in transit. (claims for damage in transit should be addressed with the freight forwarder/carrier.)

If you have any questions or concerns please contact us.

