

General Customer Support

What is your return policy?

Our Return Policy is listed under the [Terms Of Sale](#) page on our website in section 7.

7. Product Return Policy. (a) All returns must be authorized by NADA SCIENTIFIC within 7 days after receiving the shipment in order to insure proper credit. NOTE: All returns are subject to 25% restocking charge. Where credits will be issued to the Customer for authorized returns under \$100, the Customer is not required to return the Product to NADA SCIENTIFIC except for Product(s) delivered but not ordered (picking errors). To ensure proper credit, each Product return must include the following information:

- * Customer Name and Address
- * Purchase Order Number
- * NADA SCIENTIFIC Shipping Order Number
- * Date of Invoice
- * Catalog Number of Returned Item(s)
- * NADA SCIENTIFIC Return Authorization Number
- * Reason for Return

Products not authorized for return include:

- * Products not in excellent resale condition (including Products with damaged, missing or defaced labeling or packaging)
- * Chemicals, reagents, diagnostics, sterile or any controlled products (unless products do not meet specification)
- * Laboratory apparatus or instruments that have been used or are without the original packaging, labeling and operating manuals.
- * Refrigerated products or other perishables
- * Products purchased on a Special Order Basis
- * Products not purchased from NADA SCIENTIFIC
- * Products with an expired shelf life or an expiration date too short for resale
- * Discontinued products (c) Each return shipment of hazardous materials must be packed and labeled in accordance with DOT regulations applying to transportation of hazardous materials. Shipping documents must also meet DOT regulations. When necessary, Customer shall include with each return shipment of equipment, a certification from an authorized representative of the company that the equipment was properly decontaminated in accordance with current regulations and other recommended guidelines. The product should be shipped to the indicated service center and the transportation charges prepaid. To ensure prompt handling, the return authorization number should be placed on the outside of the package.

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