

## **RETURN OF GOODS POLICY**

Unique Technologies values your business and we appreciate the opportunity to serve you. To ensure your returned products are processed correctly, please review the instructions and policy below.

We accept returns of UniqueEdge® products only from the purchasing party. Authorization for the return must be obtained from a Unique Technologies representative. Requests for authorization must include the following:

1. Date
2. Company name and full contact information (contact name, phone# and email address)
3. SKU# and Lot# being returned
4. Quantity of product being returned – unopened boxes only
5. The products associated sales order or invoice# and purchase order#
6. Reason for return – ex: "Ordered in error", "Customer return", etc.
7. If defect, date when the defect was noticed and all details

Upon authorization, an RMA# will be provided to you by Unique. Please visibly display the RMA# on the exterior packaging and on all 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 an error by Unique Technologies.

A credit for returned product will be issued upon receipt and inspection.

**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) the packaging has been modified
- c) the product has been used or tampered with
- d) the product was damaged in transit. (Claims for damage in transit should be addressed with your freight forwarder/courier.)

If you have any questions or concerns, please contact us.