



P.O. Box 4002, Elkhart, IN 46514-0002 ♦ Phone: 574.264.3440 ♦ FAX: 574.266.6222 ♦ customerservice@serim.com

Returned Product Policy for Serim[®] GUARDIAN[™], DISINTEK[™] and PyloriTek[®] Tests

Product Ordered in Error by Customer

Product returned to Serim is subject to a return processing fee of \$50/kit*. To receive credit:

- report the error to Serim within 5 days of receipt and obtain "Return Authorization"
- return the unopened product (in original condition) within 10 days of authorization

Shipping costs associated with the returned product are the responsibility of the customer

Product Shipped in Error by Serim

To receive credit or replacement for product shipped in error by Serim:

- report the error to Serim within 5 days of receipt and obtain "Return Authorization"
- return the unopened product (in original condition) within 10 days of authorization

Serim will pay the shipping costs on the returned product and replacement product. In the case of partial returns and/or credits, Serim will not issue credit for the outgoing shipping costs.

* To ensure that Serim Kits are only of the highest quality, Serim will not restock and re-sell returned kits. Serim Test Kits are considered medical devices or in vitro diagnostics and strict controls over the storage conditions for each kit are maintained within Serim. Returned products are often subjected to delay and unknown storage conditions prior to receipt at Serim, thus the quality cannot be verified.