

## **SERIM® RESEARCH RETURNED PRODUCT POLICY**

All returned Serim products are subject to a return-processing fee of 50%.

The only exception is product shipped in error by Serim, provided the customer reports the error within 10 days of receipt.

Prior notification and approval is required to return any product to Serim. Credit will not be issued without prior notification of the returned product.

### **Product Shipped in Error by Serim**

- Any product shipped in error by Serim must be reported to Serim within 10 days of receipt to receive any credit or replacement.
- Serim will issue a “Returned Product Authorization Number” (the next consecutive number in the electronic Complaint, Feedback and Returned Product Log) and the product must be returned unopened to Serim within 10 days of authorization to receive credit or replacement.
- Serim will pay for 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.

### **Product Order in Error by Customer**

Product returned to Serim is subject to a return-processing fee of 50% of the purchase price.

- Credit will be issued if:
- The customer reports the error to Serim within 10 days of receipt and obtains a “Returned Product Authorization Number” (the next consecutive number in the electronic Complaint, Feedback and Returned Product Log) from Serim.
- The unopened product (in original condition) is returned within 10 days of authorization.
- Shipping costs associated with the returned product are the responsibility of the customer.

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As many of Serim’s test kits are considered medical devices or in vitro diagnostics, strict control of the storage conditions must be maintained. Returned products are often subjected to delay and unknown storage conditions prior to receipt at Serim. To ensure that Serim products are only of the highest quality, we will not re-stock and re-sell returned kits to our customers.