

Title: Return Policy		Number: QA-D-03
Process Owner: Quality Assurance Manager	Rev. E	Date: 01/12/2023

Azer Scientific – Return Policy

Standard Policy:

The Azer Scientific team is committed to providing excellent customer service experience and high-quality products. If you are not completely satisfied with your purchase, please contact us in accordance with this policy. Refunds are given within 30 days after the product is returned.

All unopened items in pristine/resalable condition can be returned within 30 days of the date of invoice. Items must be free from all markings, labels and in their original packaging.

Returns may be subject to a minimum 15% restocking fee. The original shipping charges incurred on your purchase are not refundable as part of your return or exchange.

No returns will be accepted after 30 days of the Invoice date.

Exceptions:

The following products are NOT eligible for return:

- 1. Special Orders:**
- 2. Custom Products:**
All made-to-order, custom, and private label products
- 3. Final Sale**
Items/Orders designated as Final Sale
- 4. Bulk Order:**
Items/Orders designated as Bulk Orders

Returns:

Azer Scientific must be notified before any return can be made. A Return Authorization (RMA) is required for all returns. Azer Scientific reserves the right to refuse credit on any merchandise returned without a valid Return Authorization. Azer Scientific will inspect each return to determine if the return is in unopened/ resalable condition.

Return Authorizations:

A Return Authorization must be obtained from our Customer Service / Quality Department before any return is made. Merchandise must be shipped within 10 business days of the issuance of the Return Authorization, otherwise the Return Authorization will expire. Return Authorizations are non-renewable.

If a return is received without an authorization, Azer reserves the right to refuse credit. Unauthorized returns are not eligible for a full credit. A credit will be assigned at Azer's discretion.

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Shipping Returns:

Unless the return is due to an error by Azer, the item is your responsibility until it is received at one of our facilities. Therefore, for your own protection, we recommend that you send the parcel using a traceable delivery service that insures you for the value of the goods.

The Return Authorization will provide instructions on how and where to ship the product. All returns should be made in the original packaging whenever possible and overpacked to prevent damage in transit. Items damaged in transit will not be refunded and the shipper must file a claim with their freight carrier.

If the return is related to an error on our part, return shipping labels will be provided along with the Return Authorization.

Credits:

Credits will only be issued once the product has been received and inspected and determined to be in resalable condition. Credit will only be issued for the cost of the product less the restocking fee. Restocking fees will be assigned at Azer's discretion upon receipt and inspection of the return. Shipping charges will not be credited.

Warranties:

Azer Scientific will honor and facilitate all equipment warranties with the manufacturer according to their terms and conditions. Return shipping costs are the responsibility of the customer.

Approval:

	Name	Title	Signature	Date
Process Owner	Mariana Oliveira	Sr. Quality Assurance Manager	<i>Mariana Oliveira</i>	2023-01-12
Approval	Adam Ardekani	President	<u><i>Adam Ardekani</i></u> Adam Ardekani (Mar 28, 2023 08:57 EDT)	2023-01-12







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Final Audit Report

2023-03-28

Created:	2023-03-27
By:	Mariana Oliveira (moliveira@azersci.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAJpgx2CfCIgcaOvZESbZDI5V_oAzu8d81

"QA-D-03 Return Policy Rev. E 01-12-2023" History

-  Document created by Mariana Oliveira (moliveira@azersci.com)
2023-03-27 - 8:30:56 PM GMT
-  Document emailed to adam@azersci.com for signature
2023-03-27 - 8:31:19 PM GMT
-  Email viewed by adam@azersci.com
2023-03-28 - 12:57:06 PM GMT
-  Signer adam@azersci.com entered name at signing as Adam Ardekani
2023-03-28 - 12:57:16 PM GMT
-  Document e-signed by Adam Ardekani (adam@azersci.com)
Signature Date: 2023-03-28 - 12:57:18 PM GMT - Time Source: server
-  Agreement completed.
2023-03-28 - 12:57:18 PM GMT

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