



## **SMITH RIVER BIOLOGICALS**

*Quality Biologicals and Prepared Media for the Laboratory Professional*

### Return and Replacement Policy

**\*Smith River Biologicals may accept returns at the discretion of the company.**

To submit a return or replacement request, please email [smithriver@swva.net](mailto:smithriver@swva.net). A form will be provided that must be completed and returned to [smithriver@swva.net](mailto:smithriver@swva.net) within five (5) business days of receipt of media. Criteria for the approval of a return or replacement is listed below. Smith River Biologicals will approve or deny the request with an explanation of the decision within 2 days. Instructions for return will be provided upon approval of return request.

Return decisions are made by management and is contingent on the probability of re-sale of the media after its return. Proof must also be provided that the media has been stored correctly. Any media that is returned will be inspected and re-assessed to ensure it can be re-sold.

Media that is approved for return must be shipped back (**overnighted**) *at the cost of the customer* within one (1) business day of return approval.

Custom products (including custom volumes and formulations) are non-returnable. They will not be re-sold.

All return requests must be made within five (5) business days of receipt. No return requests will be accepted after the five (5) day period has expired.

Smith River Biologicals reserves the right to charge a twenty percent (20%) restocking fee for any product returned.

Customers are responsible for ensuring they order the correct product number, quantity, formulation, volume, and container. Any special production, packaging, or Quality Assurance requirements for a product must be specified when the order is placed.

\*Media that is damaged or contaminated is eligible for replacement. The criteria for replacement approval is listed below:

In order for Smith River Biologicals to consider the replacement of damaged or contaminated items, the following criteria must be met:

1. Complaint must be made within one week of receipt
2. Lot numbers and exact total of damaged items must be provided
3. Pictures of the damage should be emailed to smithriver@swva.net
4. The Customer is responsible for a prompt receiving policy. We cannot be responsible for items left on the customer's loading dock
5. Items must be stored in recommended conditions in order for a refund or replacement to be considered
6. We reserve the right to request that all damaged goods be returned before replacements are sent
7. We request that customers refuse to accept an obviously damaged box from FedEx or UPS