

RETURNS GOODS POLICY

Authorization:

All returns must be authorized in writing by the customer service department at Claris Lifesciences Inc. Please contact the Claris office for a Returned Goods Authorization Confirmation Form.

Damages:

Damages should be reported first to the delivering carrier for inspection and confirmation. The damage should be confirmed with the delivering carrier by requesting a damage report from the carrier or the damage should be noted on the bill of lading and countersigned by customer upon receipt by the customer. Any damage claims should be made to Claris Lifesciences within ten (10) business days.

Shortage:

Customers are required to inspect the goods for shortage upon arrival of shipment and shortages if any, should be noted on the bill of lading or confirmed with the delivering carrier. No credit will be issued unless noted on bill of lading or confirmed by delivering carrier. Any shortage claim should be made to Claris Lifesciences within ten (10) business days. The goods should be made available for inspection in its original carton if required for the facilitation of verification of claim for shortage upon request by Claris.

Expired / short dated goods :

Claris Lifesciences will accept goods returned within 3 months of expiration date after expiry or 6 months or less dating

Terms for return of goods

- Claris Lifesciences will issue credit to the customer within 30 days of receipt of returned goods and related documentation.
- No claim without returns good authorization will be entertained. Any memo / shipping invoices / debit note should have the RGA number
- Claris will issue credit for products bought directly from Claris only. Credit will be issued for the product at the original invoice cost or current cost whichever is less.
- A 20% restocking fee will be applied for products returned by customer due to error in ordering short-dated products.
- Eighty Percent (80%) credit will be issued on all expired products returned to Claris within 3 months of the expiration date.
- Credit will not be issued for
 - o Products sold at a promotional price as short dated product, or at no cost.
 - o Product damaged due to improper storage, flood, water, fire or purchased from a bankruptcy sale
 - o Any opened, partially used, marked or disfigured product
 - o Product, not in the original packaging
 - o Any additional processing fee charged by the customer
 - o Items damaged due to non-storage under proper storage indications.

Returns good procedure

- Customer to obtain a Returned Goods Authorization Form through mail or fax, from customer Service at Claris Lifesciences after providing data including customer's name, product, NDC number, quantity, lot number, expiration date and reason for return.
- The RGA Form should accompany the product and be sent to the designated center as per the RGA Form within 15 days at customers own expense.
- Any product unaccompanied with a RGA Form duly issued by Claris will be destroyed by Claris
- Credit will be issued for products mentioned on the RGA Form only.
- Claris reserves the right to request for proof of purchase if required.
- Claris will pay shipping charges only for goods returned that were supplied by Claris in error.
- Any third party used for return processing by customers should comply with Claris return policy.

Claris Lifesciences Inc. reserves the right to modify this policy without any advanced notice.

Claris Lifesciences Inc.
Tel : 1-877-7CLARIS (1-877-725-2747)
Fax : 1-877-6CLARIS (1-877-625-2747)