

RETURN GOODS POLICY

Intent

It is the intent of HDI Distribution LLC d/b/a ECP Distributors to provide a method for customers to return product.

Procedural Guidelines

Authorization

All returns must be authorized by ECP Distributors prior to receipt. Product must be returned within 60 days of purchase. Return material authorizations (RMAs) may be arranged by contacting ECP Customer Service at **1-800-533-8525**.

Return Procedure

After obtaining an RMA, each RMA must include the following information:

- Customer's name, address and account number
- RMA number
- Original PO number or ECP order number
- Lot number and expiration dates where applicable

Return Policy

Defective products are returnable with prior authorization and are not subject to the restocking fee. Non-defective products may be returned, provided customer has obtained prior authorization from ECP Distributors, if such products are in salable condition and suitable for restocking. Freight and restocking may apply as noted in the Restocking Fee listed below. Product must be returned within 60 days of receipt.

The following conditions will not be considered for return.

- Products purchased more than two months prior to the return request.
- Special or custom products made to the customer specifications or sold as non-

returnable.

- Products returned in altered or damaged packaging, or in packaging other than original packaging.
- Packs broken, breached or damaged.
- Items in unsalable units of measure where product cannot be resold.
- Products with less than 6 months shelf life remaining based on expiration dates.
- Third party vendor products (direct ships and special orders) that require a vendor return authorization are subject to the vendors return policy and applicable fees.
- Issuance of an RMA number does not guarantee credit. Credit issuance is dependent on confirmed receipt/ review of returned products and is subject to other terms of this policy.

Damages or Shortages

In an effort to minimize any delay in resolving a damage or shortage claim, Customer must notify ECP Distributors of any damages in transit or product shortages within (2) two business days of receipt. Contact ECP Distributors Customer Service at **1-800-533-8525** to report damages or shortages.

Product Shipped in Error by ECP Distributors

Customers must notify ECP Distributors of any shipping errors or disputes within (2) two business days of receipt. Products shipped in error by ECP Distributors are returnable for full credit.

Restocking Fee Schedule

<u>Return from Date of Invoice</u>	<u>Re-Stocking fee Percentage</u>
0 - 30 days	10% / \$25 minimum
30 – 60 days	20% / \$25 minimum
Greater than 60days	not returnable unless expressly approved by ECP Distributors prior to receipt