



## Returns Material Authorization Policy

### I. PURPOSE

This document shall outline the general policy followed by Cantel (UK) Limited ("Cantel") to authorize a return by a customer of previously purchased product(s).

### II. SCOPE

This policy pertains to products made or sold by Cantel.

### III. POLICY

A product may not be returned unless it is damaged, defective, received in error, or as otherwise authorized in the sole discretion of Cantel. All returns are subject to the following:

- The customer must obtain a returned material authorization ("RMA") number from Cantel Customer Service or Technical Service before returning a product, regardless of the reason for the return. Cantel will not assume any liability for a product returned without a RMA number, and may refuse to accept delivery of such a product and/or return such product to the customer at the customer's expense. The customer bears all risk of loss or damage in such instance.
- All RMA requests must include one of the following: the original purchase order number, the Cantel sales order number or the Cantel invoice number.
- Issuance of a RMA number by Cantel does not guarantee that a return will be accepted. In the case of an alleged damaged or defective product, Cantel will only accept returns if (a) the alleged damage or defect is established to the satisfaction of Cantel, (b) such product is still covered by the warranty, and (c) the customer has notified Cantel in writing within (i) ten (10) days of delivery in the case of a defect or damage that is discoverable on a visual inspection or (ii) thirty (30) days of discovery of the defect in all other cases. A product shipped in error by Cantel must be reported to Cantel and returned within thirty (30) days of delivery by the customer to receive a credit. Cantel Customer Service will be responsible for arranging the pick-up and delivery of such a product to Cantel, including paying the cost of shipping.
- Products ordered in error by the customer may be returned for a credit; provided, however, that the total value of the return does not exceed £500, and the customer notifies Cantel within thirty (30) days of the shipping date.
- Except as otherwise provided herein, the customer is responsible for all costs related to returning the product to Cantel, including freight, shipping and insurance expenses. All pallet returns must not exceed one (1) metre high, and all products must be within the footprint of the pallet and be secured by either shrink-wrap or suitable fixing methods. Cantel does not take possession of a product until it is received and entered into Cantel's system. Any freight, shipping or insurance charges associated with a return of a defective or damaged product covered by the warranty will either be credited or refunded to the customer, as determined by Cantel.
- A product accepted for return by Cantel in its sole discretion (for reason other than damage, defect or Cantel's error) may be subject to a restocking fee. The maximum restocking fee is 30% of the original purchase price of such product. In these cases, the product must be returned in the original, unopened carton and packaging and in saleable condition, and is subject to quality control inspection prior to acceptance.

For questions regarding this policy, please contact your Cantel Representative.