

COLORCON
RETURNED GOODS POLICY

NS07
(6/88)

Colorcon continually strives to provide quality products and services to our customers. We are firmly committed to providing the correct products, in the required quantity, in a timely manner.

However, we recognize that instances may arise where a customer may wish to return a product for a variety of reasons. The following policy provides a mechanism to deal with these requests to the mutual satisfaction of both Colorcon and our customers.

It is the policy of Colorcon that if a product is found to be outside of agreed upon specifications, or if an error has been made on an order, a returned goods request must be initiated by the customer through the appropriate Colorcon Customer Care representative. If the problem is determined to be an error attributable to Colorcon or its representatives, the return will be authorized and credit issued for the material. Orders returned to Colorcon for reasons other than those stated will not be accepted.

Upon approval of a return, a letter will be sent issuing a returned goods authorization number. All containers and correspondence must be marked with this authorization number when returned. Material returned without authorization will not be accepted, and Colorcon will not be responsible for any freight charges incurred.

It is hoped that these guidelines will help to avoid any misunderstanding concerning our policy for returned goods.