



Fox Scientific Inc.

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Product Return Policy

All returns, replacements, technical services and support shall be handled by Fox Scientific's customer service team as follows:

Products described below may be returned to Fox Scientific, Inc. within 30 days for replacement or credit. To assure prompt handling, Customer must obtain a Return Goods Authorization Number ("RGA Number") from Fox Scientific, Inc's Returns Department and reference this number on return shipping documents. Returns made without the RGA Number will be returned to Customer, freight collect.

Fox Scientific, Inc. will grant full credit for: Products not supplied in accordance with Customer's orders; and Products which are defective at the time of receipt by the Customer.

Fox Scientific, Inc. will grant partial credit for Products ordered in error, with the exceptions noted below.

Product returns for Products ordered in error are subject to a restocking charge based on the Manufacturers Restocking Fee %.

Hazardous materials authorized for return must be packed, labeled and shipped in accordance with DOT regulations governing transportation of hazardous materials and any other applicable requirements.

Fox Scientific, Inc. will not grant credit for:

- *Products which have been discontinued
- *Products which are personalized or customized
- *Products not purchased from Fox Scientific, Inc.
- *Refrigerated or temperature controlled Products
- *Sterile Products
- *Products which are outdated, shelf-worn, used or defaced and, therefore, unsuitable for return to stock and resale as new
- *Reagents, diagnostics, or chemicals which have been opened.

This policy is subject to change without notice by Fox Scientific, Inc. This policy is further subject to modification or revision as Fox Scientific, Inc. may deem appropriate or necessary to comply with applicable federal, state, local and international laws, rules and regulations, and any other applicable regulatory agency guidelines and restrictions.