



Customer Service Department:
Tel: 416-674-7474 or
Toll Free: 1-800-665-0954
Fax: 416-674-6067

CREDIT, RETURNS & GOODS PICK-UP POLICY

A) PRODUCT PICK-UP

A Sales Order (SO) will be issued for your product order and pick-up can be scheduled by calling our Customer Service Department at 416-674-7474 or Toll Free 1-800-665-0954.

For any re-scheduling notify Customer Service 24 hours prior to the scheduled pick-up time, a late fee may be applied if notice is not received and if pick-up is delayed for more than 24 hours from the original pick-up time.

B) CREDIT:

No credit exists until a credit is issued by Starplex Scientific and no deduction, offset or adjustment to any invoice may be made by the customer except on the basis of a credit note. No credit will be issued for partial cases. Credit will be issued at the original purchase price.

C) PRODUCT RETURNS:

A product return, for any reason, must be pre-authorized by obtaining a Returned Goods Authorization Number (RGA #) available by calling our Customer Service Department at 416-674-7474 or Toll Free 1-800-665-0954. No credit will be issued for unauthorized product returns. A request for return of products must specify the Product Code, Reason for Return, Invoice or Purchase Order #, Quantity and Lot Number. All authorized product returns must be shipped back to Starplex Scientific within 30 days of receipt of an authorization number.

Product Returns will not be considered for the following:

- Private Label or Special Order products
- Dip 'N Count products
- Discontinued products
- Product resulting from Customer Order Errors
- Products that are broken, marked or damaged due to mishandling, improper storage, fire, flood or other hazards at the customer facility
- Product shipped in error but not reported to Starplex Scientific within 14 working days

NON - PRODUCT QUALITY PRODUCT RETURNS

All non-product quality product returns must be received unopened in the original packaging, undamaged and packed appropriately for shipping. Items must be in saleable condition and suitable for restocking. Products with a specified shelf life must have a minimum of 50% shelf life remaining.

Returned items are subject to a 20% restocking charge and shipping costs are at the expense of the customer. If damage occurs in transit, the customer must seek compensation from the carrier and credit for the product will not be issued.

Product returned to Starplex Scientific should have the Return Goods Authorization Number clearly marked on the outside of the package/shipment and on accompanying documentation so that it may be readily identified. A delivery appointment must have been previously scheduled with our Receiving Department.

PRODUCT QUALITY RETURN - DEFINITION

Products returned due to a Starplex ordering error or manufacturing defect caused by Starplex Scientific and resulting in a failure to meet customer expectations. i.e. incorrect products shipped, incorrect quantity shipped, products shipped to incorrect customer or a manufacturing defect. If damage occurs during transit a claim with the carrier must be initiated.



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PRODUCT QUALITY RETURN POLICY

Starplex Scientific will accept product quality returns once it has been demonstrated that Starplex failed to meet quality requirements for the product(s) ordered.

A Returned Goods Authorization Number (RGA #) will be issued by Customer Service and the shipping costs will be covered by Starplex Scientific.

The product quality return will be investigated and the customer will receive a credit note upon receipt of the product, as appropriate.

Issued By: Carmine Buccini
Customer Service, Associate Director

Date: 3/27/2019

Approved By: 
President

Date: MARCH 27, 2019