

CREDIT, RETURNS & GOODS PICK-UP POLICY

A) PRODUCT PICK-UP

- A Sales Order (SO) will be released when the product order is ready.
- Schedule pick-up with your carrier 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
- Refer to the Pretium Packaging Terms & Conditions for the daily Inventory Fees applied for late pick-up

NOTE: If damage occurs in transit with your carrier, a credit will not be issued, please seek immediate compensation from the carrier.

B) CREDIT:

- No credit will be issued for partial cases or unauthorized product returns.
- Credit will be issued at the original purchase price.
- Customer Service will issue a Credit Note to authorize the credit. No deduction, offset or adjustment to any invoice may be made by the customer except on the basis of a credit note.

C) PRODUCT RETURNS:

- A product return, for any reason, must be pre-authorized by obtaining a Returned Goods Authorization Number (RGA #) available by calling the Customer Service Department at 416-674-7474 or Toll Free 1-800-665-0954.
- 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 within 30 days of receipt of the authorization number.
- Identify the physical Product for return with 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.
- Schedule a delivery appointment for the return, with the Receiving Department.

Failure to notify Pretium Canada within 14 days will constitute irrevocable acceptance of the products by the customer and will bind the customer to pay the full price of such products.

Product Returns will NOT be considered for the following:

- Private Label products
- Special Order products
- Dip 'N Count products
- Discontinued products
- Issues resulting from customer ordering errors
- Damages that occurred at the Customer's facility, or designated storage facility, such as products that are broken, marked or damaged due to mishandling, improper storage, fire, flood or other hazards
- Incorrect Product received but not reported to Pretium Canada Customer Service within 14 working days
- Product with less than 50% shelf life remaining

NON - PRODUCT QUALITY PRODUCT RETURNS

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

NOTE:

- Non-product quality items for return 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, a credit will not be issued.



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

PRODUCT QUALITY RETURNS

A Product Quality Return will be considered:

- Where Pretium Canada/Starplex Scientific have shipped the wrong Product
- If Product received does not meet the agreed specification or AQL requirements*.
- If Product received has a manufacturing defect which:
 - Is likely to cause hazardous or unsafe conditions for the users
 - Prevents the intended use
 - Is likely to reduce usability of the product for the desired purpose.

* Typical Statistical AQL Sampling based on the ANSI Z1.4 standard, General Inspection Level II, acceptance criteria based on Table 11 B Single Sampling Plans for tightened inspection.

PRODUCT QUALITY RETURN POLICY

Product quality returns will be accepted once it has been demonstrated that Pretium Canada/Starplex Scientific 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 Pretium Canada/Starplex Scientific.

The product quality return request will be investigated and the customer may receive a credit note based upon the outcome. Where appropriate Credit will be issued following receipt of the product or after destruction.

Issued By: Cassie Buccieri
Customer Service, Associate Director

Date: June 6/2022

Approved By: [Signature]
Director of Operations

Date: JUNE 6, 2022