

important note

If you purchased the product through a distributor, you must obtain return authorization through that distributor.

Returns Information/Return Material Authorization (RMA) *(outside the U.S.—contact your local Restek representative)*

If you have a problem with a product, contact Restek's Technical Service Department. Often, we can resolve a problem over the phone, saving you the time and effort of returning an item. Please be prepared to provide the following information:

- Name, company name, address, and phone number
- Product name, catalog number, lot and/or serial number, and quantity
- Purchase order and/or invoice number (including where purchased if other than directly from Restek)
- Detailed description of the problem

If we are unable to resolve the problem, our technical service representative will issue an RMA for products within warranty. Chemical standards must be returned within 10 days from the date the RMA is issued; all other products must be returned within 30 days. If a product is not returned within the time limit, or is returned without an RMA, Restek can refuse to accept it for evaluation or credit.

A completed, signed **Health & Safety Declaration** (www.restek.com/health-safety) must accompany all returns of products that have been used. Please include the completed document with the returned product.

Problems with your order *(outside the U.S.—contact your local Restek representative)*

Call **Returns Coordinator** at **(800)356-1688, ext. 2146**, if you have problems such as:

- You've received the wrong part or quantity
- The item you've received is broken or damaged
- Items were omitted from the order

If you are returning a product because of an ordering error by the person placing the order, credit is issued less a 10% restocking fee. There is no fee if Restek was responsible for the error. An ordering error must be brought to our attention within ten (10) days after the product is shipped, and the product must be returned unused and in good condition. We cannot issue credit if the product cannot be returned to stock because it is used or damaged.

Product functioning problems *(outside the U.S.—contact your local Restek representative)*

Call **Technical Service** at **(800)356-1688, ext. 4**, if you have problems such as:

- You can't get a product to perform properly
- You can't duplicate an application chromatogram in our literature
- Instructions for using a product are unclear

Replacement/Repair Policies *(outside the U.S.—contact your local Restek representative)*

Columns and most consumables normally will be evaluated within seven working days after receipt, unless there are unusual or special circumstances. If you need a replacement immediately, we can send a new product (except for electronic products), but we must invoice you for the item. Credit is issued to your account if the returned product is determined to be defective. If the problem was system-related or was caused by improper use or handling, the item will be returned to you, and the replacement invoice is due. We cannot restock used or damaged items.

Restek will honor the original warranty of resale electronic products. However, if the item is not under warranty, the customer is responsible for all repair costs charged by the vendor.

Contact us:

Contact us for a RMA and return shipping instructions prior to sending the product back:

U.S. Customers		International Customers
Returns Coordinator 800-356-1688 , ext. 2146 Fax: 814-353-1570 e-mail: returns@restek.com	Technical Service 800-356-1688 , ext. 4 Fax: 814-353-1568 e-mail: support@restek.com	Contact your local Restek representative. If you purchased the product through a distributor, you must obtain return authorization through that distributor.

Please note: We cannot accept return products without prior authorization.

U.S. Version - Prices valid thru 12/31/11. Restek reserves the right to change prices without notice.