
RMA AUTHORIZATION - PAGE 1

To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to expedite your request, please complete all information below.

Please email the completed form to info@nanopec.com. You will be notified with an RMA number if your return request has been approved. Shipping information for returning items will be provided once the RMA is issued. For any questions concerning completion of the form please contact NANOPEC Support at info@nanopec.com.

Customer Information

Company Name: _____

Contact Name: _____

Phone: _____

Email: _____

Billing Address: _____

City: _____

County: _____

State: _____ Zip: _____

Ship To Address: _____

City: _____

County: _____

State: _____ Zip: _____

Phone: _____

Fax: _____

NANOPEC Order #: _____

Customer PO #: _____

Credit Card Holder Name: _____

Product Information

Item #: _____

Purchase Date: _____

Item Description: _____

Quantity to Return: _____

RMA AUTHORIZATION - PAGE 2

Description of Problem

NANOPEC, INC. GENERAL TERMS AND CONDITIONS OF SALE

INSPECTION OF SHIPMENTS:

Any item must be inspected immediately for any visible outward damage before the delivery company leaves the premises. Any damages and exceptions must be noted on this form.

The item must be inspected immediately for concealed damage. In the event of any damage, the original shipping container must be saved for the inspection. NANOPEC should be notified immediately of such damage. Failure to adhere to this policy will release NANOPEC from any responsibility regarding replacement and/or credit.

DAMAGED ITEMS:

If you have received damaged merchandise, please email a photo of the damaged item with submission of RMA form, showing damage, item packaging, interior and exterior shipping box. Please hold all materials for carrier inspection until further notice.

RETURN GOODS POLICY:

NANOPEC WILL ONLY ACCEPT RETURNED GOODS IF SUCH RETURN COMPLIES WITH THE PROVISIONS IN THIS POLICY.

- To ensure credit, returns must be pre-approved by NANOPEC
- A request for return must be initiated within thirty (30) days of the receipt of the merchandise
- Risk of loss on items to be returned does not pass to NANOPEC until received
- If NANOPEC determines that the return is a result of customer error, such items must be returned at the expense of the customer
- Return products must be in unmarked and unused condition for full credit
- All items must be returned in their original box and packed in a sufficient exterior box for return shipping, and include all accessories in the original shipment

The following items may not be returned:

- Refrigerated or sterile products may not be returned, even if they are unmarked, unopened or unused.
- Made-to-order or specially ordered items (items not routinely stocked at NANOPEC, or currently not sold by NANOPEC.) may not be returned

Restocking Fee:

- Returns may be subject to a restocking fee of 25%.

RMA AUTHORIZATION - PAGE 3

By signing this form, I am authorizing that this return request meets all criteria of NANOPEC's Return Goods Policy.

Signature _____

Your Name (Print) _____

Title _____