

PRODUCT RETURNS and ORDER CANCELLATION POLICY

Returns

If unsatisfied with a product purchased from Harvard Apparatus Canada you may return the item for credit or replacement. You must contact us within thirty days of receipt of your shipment to obtain a Return Materials Authorization (RMA) Number and instructions to facilitate the return process. Once an RMA No. is provided, the goods are to be returned freight prepaid (at client's expense).

All returned products are subject to inspection and approval by Harvard Apparatus Canada and/or the Manufacturer prior to issuing credit or replacement. Products must be in original manufacturer's packaging and include all instructions, manuals, and inserts.

Products returned in new condition will be charged a 15%-25% restocking fee or a minimum of \$ 50 U.S. dollars. This fee is based on the nature of the products and the manufacturers return policy. Products not in saleable condition will be returned to the customer or may be assessed an additional repair and refurbishment fee.

Harvard Apparatus will provide full credit/replacement for the following:

1. Items supplied not in accordance with the items listed on your purchase order.
2. Items that are defective at the time of receipt

Returns not acceptable for credit include:

1. Items that have been customized.
2. Items that are outdated, shelf-worn, damaged or used and therefore unsuitable for return to stock for resale.
3. Chemicals or sterile items that have been opened
4. Product(s) that have been exposed to harmful, toxic or hazardous substances

Order Cancellations

Orders may be cancelled within 24 hours of placement provided that the goods have not already been shipped. For order cancellations after this period we reserve the right to charge cancellation fee as described below:

For standard products and small quantities a Cancellation Fee of up to 15%-25% may apply depending on at what stage your order may be.

Orders for custom products or those that may require special handling may be subject to cancellation, however, Harvard Apparatus Canada reserves the right to charge a cancellation fee based on stage that your order is at and/or the amount of work in progress. This fee may reflect up to 100% of the purchase price of the products. Harvard Apparatus Canada will take responsible steps to mitigate these costs immediately upon receipt of a written cancellation notice from Customer.

Large (Multiple Quantity) Orders

Large orders involving multiple quantities of an item are not subject to return or cancellation. Harvard Apparatus Canada expects the Customer to first order a small number to determine suitability, compatibility and satisfactory performance for their intended purpose and process.