

RETURN INSTRUCTIONS FOR CUSTOMERS **(RELTEK, LLC Customer Returns and Exchanges)**

Return Instructions

Important:

- RELTEK products are considered Hazardous, and must be shipped and handled according to IATA and CFR shipping regulations. **RELTEK, LLC is not liable or responsible for any improperly shipped packages.**
- Freight arrangements and costs are the responsibility of the customer returning the product. Exceptions to this may include returning of material due to a RELTEK discrepancy, and must be approved by RELTEK.
- Items should be returned to RELTEK within **30 days** of the RMA document date. Returns received after 30 days may not receive any applicable refunds or credits. Exceptions are at the discretion of Management.

1. Review the **Return Policy & Warranty** that was included in the original package, or view the PDF on RELTEK, LLC's [website](#), to ensure you are aware of and meet the terms and conditions therein stated.

2. Obtain approval and a **Return Merchandise Authorization (RMA) number** from RELTEK, LLC.

3. Ship the Return to RELTEK LLC:

- I. Use the original, undamaged shipping box and item packaging to securely package the returning items. **Be sure to include the (m)SDS.** It is illegal to ship the package without the (m)SDS.
 - II. Remove or cover up any previous labeling on the original box, if it is not compliant to applicable shipping regulations.
 - III. Make sure the return shipping label includes your RMA number.
 - IV. Ship all returns to: RELTEK LLC, Att. RMA# ____, 2345 Circadian Way, Santa Rosa, CA 95407 (*see shipping options below*).
 - V. Provide the tracking number of the return shipment (if possible) to reltek@reltekllc.com. This will help facilitate the RMA process, and aid in tracking package progress. **Remember to include your RMA# with all related correspondences.**
- a) Shipping Option A: If the original package included a **CFR 49 sticker**, remove it from the package.
- I. Adhere the CFR 49 sticker to the box in an easy to see location.
 - II. Ship the package via Ground (Domestic) only. According to UPS, **DO NOT USE A UPS DROP BOX** due to the hazardous nature of the product(s).
 - III. **NOTE:** The CFR 49 sticker can **only** be used for "Small Quantity Exception" UPS Domestic Ground shipments. (RELTEK products that currently fall under "Small Quantity Exception" are listed below in the FAQs.)
- b) Shipping Option B: If the original package did NOT include a CFR 49 sticker, or if using a different shipping service than Domestic Ground, please contact a Certified and/or knowledgeable Shipper to ensure the package is properly shipped according to all applicable shipping regulations, including Hazmat and/or International. For Hazmat classification details (UN#, Hazard Class, & Packing Group) refer to the product (m)SDS that is included in the shipment.

4. Once your return is **received (within 30 days from RMA date) and processed**, your refund/credit/replacement will be issued as applicable.

Exchange Instructions

Contact RELTEK, LLC to obtain approval and RMA#.

1. Follow the "Return Instructions" above.
2. Place a new order for the desired item (instructions may vary if due to an approved RELTEK discrepancy.)

Questions Regarding Returns

1. Review the **FAQs** on returns below.
2. Check on our website: <http://reltekllc.com/purchasing.aspx>.
3. Contact RELTEK, LLC by email (reltek@reltekllc.com), or telephone (Toll Free 855-932-6634).

CUSTOMER FAQs ON RELTEK, LLC RETURNS AND EXCHANGES

1) Who is liable if the return package is not shipped properly according to CFR49 or IATA regulations?

- The customer is liable for any incurred charges from the carrier due to improperly packaged returns (Hazmat and/or International).
- RELTEK can provide information regarding the nature of the product to assist customers, HOWEVER it is up to the customer to direct shipping regulation questions to a Certified and/or knowledgeable Shipper (whether a carrier or person/department).

2) What is a Certified Hazmat or IATA Shipper?

- "Certified Hazmat" means that the shipper went through a certification process/program and has the authorization & knowledge to ship Hazmat packages correctly. "Certified IATA" means that the shipper went through a certification process/program and has the authorization & knowledge to ship International packages correctly per IATA regulations.
- Hazmat/Dangerous Goods packages that are NOT "Small Quantity Exception" MUST be shipped by an **Certified Hazmat Shipper** (whether a carrier or person/department).
- "Small Quantity Exception" packages do **not** have to be shipped by a **Certified Hazmat Shipper** (whether a carrier or person/department), *however*, the shipper must still conform to all other applicable shipping regulations.

3) How can a customer find a Certified Hazmat or IATA Shipper, or a knowledgeable Shipper (for non Hazmat or International packages)?

- **Person/department:** If a customer has an internal shipping department with applicable Certified Hazmat and/or IATA personnel as applicable, they may use that resource to ship their return package, providing they follow all applicable shipping regulations.
- **Carrier:** UPS and FedEx are possible Certified Hazmat &/or IATA shippers (though not in every case or location), but other carriers do exist (search the internet).
- *United States Postal Service (**USPS**) is **never** a shipping option for any of RELTEK, LLC's products.

4) When is a CFR49 sticker used?

- As a courtesy for potential returns, RELTEK includes a CFR49 sticker in packages that meet certain conditions. The CFR49 sticker is only to be used for **Domestic Ground** packages that are considered "**Small Quantity Exception**", meaning that although they are of hazardous nature, the quantity or type of product is classified in a way that does not require a Dangerous Goods Declaration, and so has less shipping restrictions.

5) Which RELTEK products are considered "Small Quantity Exception"?

- RELTEK products that currently fall under "Small Quantity Exception" are:
 - Epoxies (B series) packaged in the 50 ml cartridge size (**EXCEPT** B-755, which is never "Small Quantity Exception" regardless of size).
 - Primers (A & C series) packaged in the size 1 oz. or less.
- ***NOTE:** If the package to be returned qualifies under "Small Quantity Exception", and you are shipping via Option B, all packages that are shipped Air and that fall under this exception have different labeling requirements.
- All other RELTEK products or sizes are considered Hazmat/Dangerous Goods (DG Declaration required) and must be shipped according to full Hazmat/DG regulations.

5) What is meant by the terms "unopened", "undamaged", "unused"?

- **Unopened/Unused:** The product container (i.e. cartridge, bottle, pail, etc.) must be unopened, as in the seal must be intact, never having been broken. The packaging (i.e. box, plastic sleeves) is okay to be opened by the customer, but must be resealed & undamaged before returning. (If the plastic sleeves are NOT in a condition that can be re-sealed, using a sealed Ziploc bag is permitted.)
- **Undamaged:** The packaging, any tools, and the product container (i.e. cartridge, bottle, pail, etc.), must be in as good of a condition as when it arrived to the customer. Product containers and tools should not be chipped, cracked, dented, split, broken, leaking, or similar. The packaging (plastic sleeves, boxes, etc.) must be sealed and packed securely, safely, and according to applicable shipping regulations, or damage may occur and the return may not be accepted.