

## RELTEK LLC RETURN POLICY

### General Terms

All products sold by RELTEK LLC are brand new and are manufactured to meet the highest industry standards. All prices and specifications are subject to change without notice. Products are shipped F.O.B. (Freight On Board) and become the sole property of the purchaser upon delivery to the specified shipping agent. For shipping damage, customers should file claim to their carrier immediately. Any discrepancy, including wrong items or missing items, should be reported to RELTEK LLC within **[thirty (30)]** days from receipt. All brands and product names mentioned are trademarks and/or registered trademarks of their respective holders. **Please see RELTEK LLC LIMITED WARRANTY for additional information.**

### RELTEK LLC Return Merchandise Authorization (RMA) Policy

- See PDF of full RETURN INSTRUCTIONS FOR CUSTOMERS (with FAQs) on our website on the [Purchasing](#) tab.
- All returns require prior authorization and must be returned as unopened, undamaged products within their expiration date.
- Refunds and/or credits may be approved for products only when physically returned to RELTEK.
- To request a Return Merchandise Authorization, please call our Sales Dept. 855-we-BONDIT, or email [reltek@reltekllc.com](mailto:reltek@reltekllc.com) (indicate "RMA Request" in the subject line), obtain an RMA with number, and clearly write the number on the outside of the returned package. Please keep the RMA number and reference it when calling or emailing to check on the status of your return. Regular business hours are Monday through Friday 9:00 AM to 5:00 PM PST. Use of the "49 CFR" sticker (may or may not be included) is for designated, domestic Ground shipments only.  
All approved material for return/refund may be shipped to:  
RELTEK LLC  
Attn. (RMA #)  
2345 CIRCADIAN WAY  
SANTA ROSA, CA 95407
- RELTEK products are considered Hazardous, and must be shipped and handled according to IATA and CFR shipping regulations. Products cannot be shipped via the United States Postal Service. 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. RELTEK is not liable for any improperly packaged or improperly shipped returns.
- Returned items should be received by RELTEK within **[thirty (30)]** days of the RMA issue date for timely processing. Items returned to RELTEK after 30 days from the RMA issue date may not be eligible for credit or refund.
- International returns are at the discretion and instruction of RELTEK.
- Incomplete or unauthorized returns will be refused.
- A 20% restocking fee may apply.
- Replacement product may be approved for material that is reported to have Quality discrepancies. Discrepant material must be returned to RELTEK for evaluation.

### Limits and Exclusions

- Returns and refunds/credits are not approved for improperly used products, or products that were damaged by customer negligence.
- RELTEK does not approve returns/refunds for products purchased through a distributor. Customers returning RELTEK products that were purchased through a distributor must obtain an RMA approval or refund through that distributor.

### Disclaimer

Recommendations on application design and material selection are based on available technical data and are offered as suggestions only. Each user must make his/her own tests to determine the suitability for his/her own particular use. RELTEK offers no express or implied warranties concerning the function of a product in any application. Please note, RELTEK's products are not FDA food or medical grade certified.

## RELTEK LLC LIMITED WARRANTY

RELTEK, LLC extends the following limited warranty to the end user customer of its products:

**RELTEK products shall be free from defects in workmanship and material for a period of (1) year commencing on the date of product shipment. Warranty is void after 1 year. Using expired product is at your own risk.**

### The following exceptions and exclusions apply to this warranty:

Any defect brought about by the extraordinary use (including without limitation use outside the product's environmental specifications or usage guidelines), modification, abuse, misuse, improper handling, improper installation, intentional damage, negligence, natural disasters, or exposure to the elements, of the product shall be excluded from this warranty.

### The following limitations shall apply to this warranty:

RELTEK MAKES NO OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO RELTEK PRODUCTS, AND NO AFFIRMATION OF RELTEK, BY WORDS OR ACTION, WILL CONSTITUTE A WARRANTY. RELTEK SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO RELTEK PRODUCTS. THIS WARRANTY IS NON-TRANSFERABLE. THIS WARRANTY EXCLUDES THE PROVISION AND THE COST OF LABOR.

### Any claim under this warranty shall be made in writing to RELTEK at the following address:

RELTEK, LLC  
2345 Circadian Way  
Santa Rosa, CA 95407  
Attention: Warranty Department

Such written claim shall describe the nature of the defect, malfunction or failure of the product with reasonable detail.

Upon RELTEK's receipt of valid claim under this warranty during the one (1) year warranty period, RELTEK shall have the option, but not the obligation, to take reasonable actions to correct the issue giving rise to the defect. In the event that customer is not satisfied, in customer's reasonable discretion, that such corrective actions have remedied the issue giving rise to the claim, RELTEK shall replace the product, at RELTEK's cost. RELTEK shall take corrective actions and provide replacement within **[thirty (30)]** days of receipt of customer's claim. If RELTEK cannot replace the product or corrective actions are not commercially practicable or cannot be made within **[thirty (30)]** days, RELTEK will refund the purchase price of the product.

### LIMITATIONS OF LIABILITY:

EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY, IN NO EVENT SHALL RELTEK BE LIABLE TO PURCHASER FOR LOSS OR DAMAGE, DIRECTLY OR INDIRECTLY, ARISING FROM RELTEK'S PRODUCTS OR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, REVENUE, OR USE, INCURRED BY PURCHASER, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF PURCHASER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. CUSTOMER'S SOLE AND EXCLUSIVE REMEDY AGAINST RELTEK FOR BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE, SHALL IN NO EVENT EXCEED THE AMOUNT PAID BY CONSUMER FOR RELTEK'S PRODUCT.

Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. If any provision of this warranty shall be held to be invalid, illegal, unenforceable or in conflict with the law of any jurisdiction, the validity, legality and enforceability of the remaining provisions shall not be affected or impaired in any way thereby, and such offending provision shall be deemed modified to the extent necessary to comply with the law of such jurisdiction. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.