

Andersen Products, Inc.

RETURNED GOODS AUTHORIZATION POLICY

1. Permission to return goods must be obtained in advance from Andersen Products, Inc. The following information must be provided when seeking authorization to return merchandise:
 - A. Reason for returned (e.g., overstock, defective, ordered in error, etc.).
 - B. Catalog number, lot number and quantity.
 - C. Purchase order number and Andersen Products, Inc. invoice number.
2. Shipping charges must be prepaid on all returned merchandise.
 - A. All return/repair sterilizer units should be returned to:
Andersen Sterilizers, Inc.
Attn: Return Goods Dept.
3154 Caroline Drive
Haw River, NC. 27258
 - B. All other returns should be sent to:
Andersen Products, Inc.
3202 Caroline Drive
Haw River, NC. 27258
3. Merchandise not acceptable for return:
 - A. Merchandise not in standard Andersen Products, Inc. case packaging.
 - B. Outdated merchandise (for products having a "Use Before" date stamped on the standard box or case).
4. The condition and credit category of returned goods shall be determined solely by Andersen Products, Inc. and credit will be allowed according to the following schedule.

CIRCUMSTANCES	CREDIT ALLOWED
Merchandise found to be defective at time of receipt	Full credit and refund of returned shipping costs.
Merchandise shipped in error by Andersen Products, Inc.	Full credit and refund of returned shipping costs.
Merchandise returned within 30 days of invoice date and saleable.	90% of Net cost.
Merchandise returned after 30 days of invoice and saleable.	80% of Net cost.
Merchandise returned after 180 days of invoice date and saleable or merchandise requiring reprocessing, repackaging, etc.	40% of Net cost.
Merchandise returned after one half or more of its shelf life has expired.	NO CREDIT
Merchandise unsuitable for resale (will be destroyed by Andersen Products, Inc.).	NO CREDIT

**IF YOU HAVE ANY QUESTIONS,
PLEASE CALL CUSTOMER SERVICE 1-800-523-1276**



www.anpro.com
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Haw River, NC 27258 USA
800-523-1276 • fax 336-376-8153

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