



RETURN/CLAIM REQUEST FORM

This form is being submitted to report a () Return () Loss () Damage to the shipment/products below:

DATE OF REQUEST:

COMPANY NAME:

FILING ON BEHALF OF:

REMIT CORRESPONDENCE AND/OR PAYMENT TO:

Our Order #:

Your PO #:

DATE OF SHIPMENT:

DATE OF RECEIPT:

BILLING ADDRESS:

SHIPPING ADDRESS:

SHIPPING CARRIER:

PRO or Tracking #:

REASON FOR REQUEST:

PLEASE PROVIDE EACH ITEM NUMBER IN REQUEST, UNIT OF MEASURE, PRICE PAID

****if this request is for Equipment, please also provide the serial number*

FREIGHT CHARGES (if claiming) \$

****please provide photos of the damaged products and shipping box/container*

TOTAL AMOUNT CLAIMED (USD UNLESS OTHERWISE NOTED) \$

PROVIDE THE CURRENT LOCATION OF THE MERCHANDISE, CONTACT NAME, AND PHONE.

THE FORGOING STATEMENT OF FACTS IS HEREBY CERTIFIED TO AS CORRECT.

Title _____

Signature _____

Please send form to returns@capitolscientific.com

[Capitol Scientific's Return Policy Online](#)

Return Policy

Customer satisfaction is our highest priority at Capitol Scientific. If you have received a product that is defective or that was incorrectly shipped as a result of an error on Capitol Scientific's part, you may request a return within 15-days of the ship date. In order to process your return, please call 512.836.1167 to request a Return Materials Authorization (RMA) Request Form. If you ordered the wrong product or made a mistake in ordering, Capitol Scientific reserves the right not to issue an RMA.

The products described below may be returned to Capitol Scientific within 15 days of the ship date for replacement or adjustment. To ensure prompt handling, please obtain a Return Goods Authorization Number ("RGA Number") from Capitol Scientific (see above) and reference this number on return shipping documents. Returns made without the RGA Number will be returned to sender, freight collect.

Capitol Scientific reserves the right to reverse any credit issued to Subscriber: (a) for any Product not returned after authorization and requested by Capitol Scientific; or, (b) if, upon return, such Product is determined by Capitol Scientific not to be defective. Capitol Scientific will grant full credit for: (a) Products not supplied in accordance with Subscriber's orders; and, (b) Products which are defective at the time of receipt by the Subscriber. Capitol Scientific will grant partial credit for Products ordered in error, with the exceptions noted below.

Product returns for Products ordered in error are subject to a 25% restocking charge plus any applicable charges for necessary inspection, reworking or refurbishing, or for items not normally cataloged by Capitol Scientific. Hazardous materials will not be approved for return, unless Capitol Scientific or one of its vendors shipped a product other than what was ordered. Hazardous materials authorized for return must be packed, labeled and shipping in accordance with DOT regulations governing transportation of hazardous material and any other applicable requirements.

Capitol Scientific will not grant credit for: (a) Products which have been discontinued; (b) Products which are personalized or customized; (c) Non-Capitol Scientific line products supplied to Subscriber as an accommodation, including, without limitation, third party purchases; (d) Products not purchased from Capitol Scientific; (e) Refrigerated or temperature controlled Products; (f) Products which are outdated, shelf-worn, used or defaced and, therefore, unsuitable for return to stock and resale as new; (g) reagents, diagnostics, or chemicals which have been opened; and (h) Products that have been shipped outside the United States.