

## CENTROPIX USA “REFUND & CANCELLATION” POLICY

Centropix Refund & Cancellation Policy is referred to sometimes as the Centropix Return Policy.

Centropix requests that you provide notice to Centropix within 24 hours of delivery of any missing items, damaged from transit, or as soon you discover a potential defect. If your product is damaged upon delivery please reject the package with the carrier and call customer service at 941-253-3900 to get a replacement order processed.

Centropix offers a three (3) day cancellation guarantee, from "time of delivery", for all purchases equal to the full purchase price – provided that the product is returned in its original manufacturer’s box, is complete with all set components, and is found to be in acceptable, resalable, and undamaged condition. In other words, the product must be in the same condition as originally received. Any missing items will void this cancellation policy.

At Centropix, we believe in the exceptional value and effectiveness of all our products. We work very hard to ensure that you will share our satisfaction with the functionality and reliability of our merchandise. Centropix offers a Return Policy longer than most. For this reason, Centropix offers an extended return policy of 30 days from the "date of purchase". You may return the product for a full refund minus a 10% restocking fee. The product must be returned in its original manufacturer’s box, complete with all set components, and found to be in acceptable, resalable, and undamaged condition.

If a Centropix product is sold directly by an AFFILIATE to a third party from the AFFILIATE’s private inventory, it is the responsibility of the AFFILIATE to guarantee that the same return policy as outlined herein is followed.

If you ever have a question or problem with our products, we always encourage you to let us know. E-mail our Product Support team at [product-support@centropix.us](mailto:product-support@centropix.us)

Return Process: All returns must be made as follows:

- i. Obtain a Return Merchandise Authorization (“RMA”) label from Centropix by emailing to: [RMA@centropix.us](mailto:RMA@centropix.us)
- ii. Prepare return items to ship back in manufacturer’s box exactly as it was delivered to you
- iii. Ship return using the RMA label provided by Centropix

All returns must be shipped to Centropix using the RMA label provided by Centropix only. Centropix does not accept customer initiated returns, shipping collect packages, or any deliveries without Centropix-provided RMA label. If returned product is not received at the Centropix location in Sarasota, FL it is the responsibility of the return party to trace the shipment and no credit will be applied until the shipment is received by Centropix USA, inspected by Centropix USA, and confirmed the return is within Centropix USA return policy guidelines.