



Benchmark Scientific Inc.
PO Box 709
Edison, NJ 08818

Benchmark Scientific Returns Policy

Within 30 days of purchase, Benchmark Scientific will accept return of products that are in pristine, brand-new, re-sellable condition and in their original packaging with all included accessories, without any restocking fees. This excludes freight/specialty instruments requiring freight shipping. (Please refer to the Annex A. below for a full listing.) Any freight/specialty items that are returned within 30 days that are in pristine, brand-new, re-sellable condition and in their original packaging require a 20%* restocking fee.

If an item is in new condition but is missing its original packaging, a 15%* restocking fee will be charged. For any freight/specialty items, returns will not be accepted WITHOUT original packaging are not accepted.

After 30 days and up to 90 days after purchase, a 20%* restocking fee will be assessed on all returned items that are in pristine, re-sellable condition and in their original packaging. Returns of freight/specialty items and items without original packaging will not be accepted at this time.

**Percentage based on distributor cost*

Absolutely no returns will be accepted after a period of 90 days.

If an item has been used and is permanently marked and/or damaged in any way, we will be unable to accept it as a return. We will not accept returns on Private Label items.

Unless a mistake has been made by the Benchmark warehouse and an order was shipped in error, **all shipping on returns is the customer's responsibility**. Additionally, if items are damaged in transit, no refund will be issued and all damage claims must be taken up with the freight carrier. For all returns, including those for warranty repair/replacement, either the distributor or distributor's customer must call or email Benchmark to acquire a return authorization number. The return authorization number must be included on the shipping label and **the return authorization form must be completed, signed and included in the return package.**

Annex. A Freight/Specialty Items

B4000 Series
BT1011 and BT4011
D2400 and D2400-R
H2010 and H2012
H1010 and H1012
H2265-HC and H3501
H3565 Series
IPD9600 and AP1096
MR9600 Series
MR9610 and MW9600
W3200 and W3100 series
W3101, W3102 and W3002 Series
All Hermle Centrifuge (Items beginning with "Z")