

March 31st, 2020

**Benchmark Scientific Return Policy:**

Within 30 days of purchase, Benchmark Scientific will accept returns of products that are in **pristine, brand-new, and re-sellable condition, and in their original packaging**, without any restocking fees. The exceptions to this are ALL products that ship via freight. All freight shipped products (including D2400 and D2400-R) will result in a **15% restocking fee** (based on distributor costs), even during the first 30 days.

During this 30-day period, if an item is in brand new condition but is missing its original packaging, a **15% restocking fee** (based on distributor costs) will be charged. The exception to this will be all freight shipped products (including D2400 and D2400-R), of which returns **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 without original packaging will **not be accepted at this time**. After 30 days, **NO returns will be accepted on ANY of our products that ship via freight (including D2400 and D2400-R)**.

**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 refunds 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.