



## TRONEX RETURN GOODS POLICY

In order to be accepted by Tronex' warehouse, all returned products must be assigned an RMA (Returned Materials Authorization) number in advance of return shipment. An RMA can be obtained by contacting Tronex' customer service department at 800-833-1181 or their assigned sales person and providing the required information, including a description of the items being returned and the reason for their return. The Tronex customer service representative will inform the customer of the method by which the goods should be returned (e.g. UPS, common carrier) and any associated costs per the following policy:

### *Defective Products, Incorrect Shipments:*

In the event that it is established that defective goods were shipped to the customer or the shipment was incorrect due to an error by Tronex, an RMA will be issued for the return of these goods. Tronex must be notified within 7 days of customer's receipt of these goods. Tronex will be responsible for return freight charges.

### *Products Damaged in Transit:*

In the event that goods were damaged during transit, an RMA will be issued if Tronex is notified within 3 business days of customer's receipt of the goods. Tronex will be responsible for return freight charges and replacement of products.

### *Overstocks or Products Ordered by Error:*

If a customer wishes to return overstocks or products ordered in error, please reach out to your Tronex sales person or account representative. Tronex may issue an RMA only for sealed, complete, resalable cartons in original packaging. In such cases, or in any other cases in which the customer's error is the cause for the return, the customer will be responsible for return freight charges and will be subject to a 25% restocking charge.

No returns will be accepted beyond 90 days.

### **Tronex International Incorporated**

300 International Drive Mount Olive, NJ 07828 USA Tel: 973 335 2888 Fax: 973 335 2900  
information@tronexcompany.com www.tronexcompany.com