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To return merchandise purchased from Neogen for credit or exchange, please follow these easy steps.

1. Contact Neogen's Customer Service Department at 800/234-5333 or 517/372-9200 within 30 days of the invoice date for a return authorization number through the CARES System to receive a Merchandise Return Form.
2. Write return authorization number (CARES number) on the outside of the shipping box. Do not write on product box. Items may only be returned if unmarked, unopened and in original sealed packages. No credit will be issued on open items unless the product is defective.
3. Please include the Merchandise Return Form for the items being returned.
4. Please contact the carrier and arrange for pickup and delivery to Neogen.

Please note the following exceptions to our return policy:

- Customers are responsible for shipping costs of returned items unless otherwise indicated by Neogen.
- Customers may request a FedEx return label from Neogen – freight costs will be applied to the credit. The FedEx return label can be emailed, faxed or mailed to the customer.
- Cold products returned must be refrigerated while in transit to Neogen by either cold chest or cold packs to maintain the quality of the product. If product returned is not kept under kit instructions, credit will not be issued.
- Soleris™/GeneQuence® products may only be returned if product is defective.
- Authorized product returned past 30 days of invoice date is subject to a 25% restocking fee. Any authorized item returned for credit or exchange after 60 days of invoice date will not be subject to credit.
- Hazardous materials are non-returnable; please contact our Customer Service Department for assistance in identifying these items.
- We reserve the right to refuse any unauthorized returns.

## **Shortages**

Any claim for item shortages must be made to our Customer Service Department within 7 days of invoice date by calling 800/234-5333 or 517/372-9200.

## **Equipment Returns**

Prior to returning equipment for replacement, repair or credit, please contact our Customer Service Department at 800/234-5333 or 517/372-9200 for instructions.

## **Damaged Packages**

Please inspect your shipment upon receipt. If external damage is noticed, accept the shipment only after the driver has noted the damage on both his and your copies of the delivery receipt and you have requested an inspection by the carrier. If contents the package are damaged, please contact our Customer Service Department at 800/234-5333 or 517/372-9200 for product replacement.

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800/234-5333 (USA/Canada) or 517/372-9200 • fax: 517/372-2006  
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