



PRODUCT RETURN POLICY

SimplyThick, LLC will provide credit or replacement for a product returned only:

- If authorized - **RETURN AUTHORIZATION IS REQUIRED.**
- The actual product has been received and identified by SimplyThick, LLC.
- The return is within **30** days of the authorization number being issued.
- **Return request must include SimplyThick order number, order date, PO number when applicable & best if used by date.**

Original shipping charges and all other fees related to payments made on requested return, will be deducted from any credit due on said return.

Returnable Products

Products will be accepted for return under the following conditions:

- Product has a minimum of 7 months code date remaining when received back to SimplyThick warehouse.
- Purchase was directly from SimplyThick, LLC – return not eligible if purchased from redistributor. Original purchaser must request the return.
- Unopened

Non-returnable Products

Products will not be eligible for return, regardless of date, under any of the following conditions:

- Re-packaged products
- Saleable merchandise returned for the purpose of reducing inventory
- Products with no lot numbers, “best if used by date”, or unreadable labels
- Products damaged by fire and/or water
- Products obtained illegally or from an unauthorized source
- Product with less than a 7 month “best if used by date” when received back to SimplyThick warehouse

Policies Governing Damaged Merchandise, Shortages, and Overcharges (Refusals)

Shipments that show external damage must be properly noted by SimplyThick’s carriers at time of delivery. SimplyThick, LLC is **FOB Destination, Freight Prepaid & Add.** Shipments should be carefully inspected on arrival to determine any concealed loss or damage. Shipments having a shortage or overage must be brought to the attention of SimplyThick, LLC within 15 calendar days.