

Tech Tip 0027 - *Return Instructions*

ChromaDex is the leading provider of phytochemical reference standards, botanical reference materials and research grade materials for the natural products industry. ChromaDex has a strong commitment to issuing reference materials of the highest quality, but also to the satisfaction of our customers. We understand there are times when a product may need to be returned, and we have a system in place so that customers can return an item if needed.

Conditions for Making a Reference Standard Return

- The product(s) must be unopened and in its original packaging.
- The product(s) must be stored appropriately, as indicated on the certificate of analysis.
- In the case the return is being requested due to an error on ChromaDex's behalf, we will investigate the root cause of the error. If it is deemed a ChromaDex error, the product(s) can be returned regardless if it meets the conditions above or not.

Restocking and Shipping Fees

- All returns are subject to a 20% restocking fee (unless deemed a ChromaDex error after investigation).
- Shipping fees will not be refunded unless the cause for the return was found to be an error on ChromaDex's part.

Return Instructions

1. In order to initiate a return, please contact your ChromaDex representative and provide the following information:
 - a. The invoice (IVC) document number for purchase
 - b. The lot number(s) for the product(s) intended to be returned
 - c. Reason for return of the product(s)
2. After receiving the information listed above, your ChromaDex representative will generate a return number (RTN) for you to authorize the return.
3. Once the return number is received, please ship the product(s) with the return number (RTN) referenced on the package. Ensure the product(s) is/are appropriately packaged and stored (i.e. -20°C stored items need to be shipped overnight with an icepack, -80°C items with dry ice). The shipment will be made out to the following address:
ChromaDex Inc.
Attn: [Purchasing Assistant] – RTN#XXXXX.
10005 Muirlands Blvd. Suite G.
Irvine, CA 92618
4. Once the product(s) is/are received and inspected, your representative will issue a return (RTN) document receipt. This document will reflect the funds credited back to you for return of the product(s), minus any applicable restocking or shipping fees. Purchases made via prepayment or NET 30 will have a credit memo for the balance added to their account. Payments by credit card will be credited back to the cards they were purchased on.