



Returned Goods Policy

Updated Effective 2/1/2019

All returns resulting from transactions with S2S Global must comply with the policy as outlined below. Please be advised that the following policy is subject to change without notice.

Before Returning Product

Prior to returning products, a written claim must be submitted to osd@s2s-global.com with the following information to obtain a Return Merchandise Authorization (RMA) number:

- Product number(s) and quantity
- Lot code(s)
- Customer purchase order number
- Product receipt date
- Reason for return
- Contact information for returning party (name, email address, phone number)

Once the claim is received and verified, S2S Global will provide the customer with an RMA as confirmation of claim verification. The RMA will provide specific instructions as to where the goods are to be returned and will indicate if there are any applicable restocking charges.

All product returns must be authorized in advance by S2S Global and associated with an RMA number. Returns without prior authorization will not receive credit.

For overages, shortages, and damages, a written claim must be submitted to osd@s2s-global.com within 14 days of product receipt. Please see 'Overages, Shortages, Damages' section below for further information.

All product to be returned must be clearly labeled with the RMA number. Any packages returned without an RMA number may not be eligible for a full credit.

Restock Fee, Return Shipping Expenses

Generally, S2S Global will provide a full credit for product returns under the following circumstances:

- Product is damaged, signed for on delivery receipt, and reported within 14 days of product receipt
- Product is shipped in error by S2S Global and reported within 14 days of product receipt
- Product is defective
- Product will expire within 60 days of product receipt

A restock fee and/or responsibility of return freight expenses may be assessed if:

- Product is returned for any other reason than the circumstances given above
- Written claim includes insufficient or inaccurate information
- Additional product is returned that was not included in initial return claim

Restock fee may be 5% of total cost of product returned or \$25, whichever is greater. The returning party will be notified of a restock fee and/or responsibility of return freight expenses when the RMA is provided.



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Overages, Shortages, Damages

For overage, shortage, and damage (OSD) issues, a written claim must be submitted to osd@s2s-global.com within 14 days of product receipt. Any visible OSD issues should be reported with the freight carrier on the bill of lading at the time of delivery.

For overages: please provide a written claim to osd@s2s-global.com within 14 days of product receipt. If the overage is accepted, S2S Global will debit the customer for the product. If the overage is refused, S2S Global will arrange for the product to be returned.

For shortages: please provide a written claim to osd@s2s-global.com within 14 days of product receipt. S2S Global will issue a credit and, per the customer's preference, can arrange for an additional shipment at standard shipping speed.

For damages: please provide a written claim and photo documentation to osd@s2s-global.com within 14 days of product receipt. S2S Global will review the claim and may arrange a pickup or advise for product to be destroyed. A certificate of damage (COD) may be issued by S2S Global if quantity exceeds 5 cases; upon receipt of this certification, the customer must destroy the product and return the signed COD to osd@s2s-global.com.

Issuing Credit

Once an RMA number is provided to the customer, product should be shipped to S2S Global address provided with the RMA within 14 days.

Any product not shipped within 14 days of generation of the RMA will not be eligible for credit.

Once returned product arrives to S2S Global, product will be inspected, and credit may be issued. The credit memo number must be provided on the payment remittance for the deduction to be honored.

If credit memo number is not provided on customer payment remittance, the deduction will not be honored. Deductions taken prior to product receipt by S2S Global will not be honored.

Contact Information

Please ensure all return claims are filed with S2S Global's OSD team at osd@s2s-global.com.

For any questions, please feel free to reach out to S2S Global's customer service team at orders@s2s-global.com or 855-531-7699, option 1.