

## **Return/Discrepancy Policy**

*Updated Effective 1/01/2021*

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 using the S2S Discrepancy Form (see page 3) must be submitted to [osd@s2s-global.com](mailto: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 deductions must be authorized in advance by S2S Global and associated with an RMA number. Returns or return request deductions without prior authorization will not receive credit.**

**For overages, shortages, and damages, a written claim must be submitted to [osd@s2s-global.com](mailto: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
- All returns processed 14 days after invoice date will be assessed to a restocking fee

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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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 discrepancy claims are filed with S2S Global's OSD team at [osd@s2s-global.com](mailto:osd@s2s-global.com).

For any questions, please feel free to reach out to S2S Global's Customer Support team at [orders@s2s-global.com](mailto:orders@s2s-global.com) or 855-531-7699, option 1.



## Product Discrepancy Form

Please complete all applicable sections of this form in their entirety.  
Email completed form to [osd@s2s-global.com](mailto:osd@s2s-global.com). Please include this form with all returns.

Customer Name	
Customer Ship To Address	
Customer Purchase Order Number	

For overages, shortages, and damages, a written claim must be submitted to [osd@s2s-global.com](mailto:osd@s2s-global.com) within 14 days of product receipt. Please see 'Overages, Shortages, Damages' section of *S2S Global Returned Goods Policy* for additional information.

**DISCREPANCIES** \*\* Please use for Overages, Damages and General Returns \*\*

S2S Global Item #	Product Description	Qty (In Cases)	Lot/Expiration Date	Reason for Return

The Product(s) being returned were acquired from: **S2S Global, Inc.**

"I certify that the above products being returned have been properly handled and stored in accordance with label directions from the time they were delivered to this facility/professional office until the time the products were returned to the custody of S2S Global, Inc. A copy of this form has been forwarded to the manufacturer of the returned products."

**SHORTAGES** \*\* Please specify if you would like to receive missing quantity or have S2S Global issue a credit \*\*

S2S Global Item #	Product Description	Qty (In Cases) Shorted	Action Requested (Issue Credit or Ship Remaining)

Print Name

Phone Number

Email

Date