



## Genesee Scientific Return Policy

Genesee Scientific will accept returns for products that are unused, in their original packaging, and resalable.

There is a 20% restock fee that will be deducted from the credit/refund if the return is not due to a Genesee Scientific error and client is responsible for shipping return product back to our warehouse facility.

Returns that are due to Genesee Scientific error will not have a restock fee imposed, and Genesee will provide UPS prepaid labels for that product return.

Any equipment item must be returned within 30 days of invoice date and consumable item must be returned within 60 days of invoice date.

A photograph of the package or damaged product must be emailed to our Customer Service Dept for any product that is being returned due to damages or defects.

All returns must be coordinated by the Genesee Scientific Customer Service Department.

[support@genesesci.com](mailto:support@genesesci.com)

800.789.5550 ext. 2

