



## ORGO THERMIT, INC. RETURN POLICY

1. Only undamaged, unused and unopened products in original packaging may be returned to Orgo-Thermit, Inc. (OTI) in accordance with the following terms.
2. Buyer wishing to return products to Orgo Thermit, Inc. must obtain prior approval from OTI along with an RMA # (Return Material Authorization). Material returned without an RMA # will not be accepted.
3. Orgo-Thermit, Inc. will accept preapproved returns for a period of 30 days only. The 30 day period starts with delivery to the carrier at OTI.
4. The buyer is responsible for freight for approved return shipments to OTI manufacturing facility at the following address.  
3500 Colonial Drive North, Manchester, NJ 08759  
Attn: Shipping Manager (732) 657-5781
5. Unapproved returns will not be accepted by OTI.
6. Customer must include RMA # on all shipping documents.
7. Upon receipt of the products, and after inspection by OTI, buyer will be informed within 10 days on the findings by OTI. It remains in the sole discretion of OTI to determine the marketable value of returned products. Should OTI accept a return a restocking fee of 25% of the sales price will apply and be deducted from any amounts the buyer may be refunded.
8. Orgo-Thermit, Inc. will not accept returns under the following conditions.
  - a. Buyer did not get prior approval to return products
  - b. Buyer did not obtain an RMA #
  - c. The items have been in the buyer's possession for more than 30 days.
  - d. The items returned have not been stored properly and have been exposed to moisture causing water damage to the packaging or contents

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