

Returns Goods Policy (Effective October 8, 2018)

Authorization

All returns must be authorized by BandGrip, Inc. prior to receipt. Product must be returned within 90 days of purchase. Authorizations are valid for 30 days. Return goods authorizations (RGAs) may be arranged either phoning Customer Service at 1-844-968-6322 or sending email to customerservice@bandgrip.com. Unauthorized returns may be returned to customer at customer's expense, destroyed by BandGrip, Inc. at its discretion, or subject to additional charges without credit being issued to customer. BandGrip, Inc. reserves the right at any time to amend this Return Goods Policy. It is Purchaser's responsibility to review the Return Goods Policy prior to submitting each order. BandGrip, Inc. shall have no responsibility to notify Purchaser of any changes made to the Return Goods Policy prior to the effective date of the changes. Purchaser shall be deemed to have accepted such amended Return Goods Policy by ordering Products offered once the terms of such amendment have become effective.

Return Procedure

After obtaining an RGA, each return must include the following information:

- Customer's name, address and account number.
- RGA number.
- Original PO number or original BandGrip, Inc. order number.
- Lot number and expiration dates where applicable.

Return Policy

Defective products are returnable with prior authorization. Non-defective products may be returned, provided customer has obtained prior authorization from BandGrip, Inc., if such products are in salable condition and suitable for restocking. Freight and restocking may apply as noted in the Restocking Fee Scheduled listed below. Product must be returned within 90 days of receipt.

The following conditions will not be considered for return.

- Products purchased more than three months prior to return request.
- Special or custom products made to customer specifications or sold as non-returnable.
- Products returned in altered or damaged packaging, or in packaging other than original packaging.
- Packs broken, breached or damaged.
- Items in unsalable units of measure where product cannot be resold.
- Products with less than 3 months shelf life remaining based on expiration dates.

Issuance of an RGA number does not guarantee credit. Credit issuance is dependent on confirmed receipt/review of returned products and is subject to the other terms of this policy.

Damages or Shortages

In an effort to minimize any delay in resolving a damage or shortage claim, customer is required to count all receipts prior to customer's acceptance of delivery from the carrier. All damages or shortages must be noted on the carrier's freight bill or bill of lading and be countersigned by the customer. The damaged products must remain in the original carton, in the event inspection is required by the transportation company. Customer must notify BandGrip, Inc. of any damages in transit or product shortages within two (2) business days of receipt, or BandGrip, Inc. shall have no obligation to process credit or arrange for product

replacement. Contact BandGrip's Customer Service at 1-844-968-6322 or email customerservice@bandgrip.com to report damages or shortages.

Products Shipped in Error by BandGrip, Inc.

Customer must notify BandGrip, Inc. of any shipping errors or disputes within two (2) business days of receipt. Products shipped in error by BandGrip, Inc. are freely returnable for full credit, provided that such returns are made within thirty (30) days of receipt.

Defective product

Defective product, properly noted damaged product and returns that are the result of a BandGrip, Inc. error may be returned at BandGrip's expense and for a full credit, subject to the other provisions of this policy.

Restocking Fee Schedule

Return from Date of Invoice	Re-stocking fee Percentage
0 – 30 Days	5% / \$25 minimum + Freight
31 – 60 Days	10% / \$25 minimum + Freight
61 – 90 Days	20% / \$25 minimum + Freight
Greater than 90 days	Not returnable unless expressly approved prior to receipt