**Spectron Order Cancellation and Product Return Policy**

**Order Cancellation**

1. Spectron Manufactured Products (excluding made-to-order) – Processed orders with a confirmed Spectron Sales Order may be cancelled prior to delivery for any reason. If order cancellation is requested after shipment the return would be subject to inspection process and restocking fee of 20%. Upon approval of the return of items restocking fee will be deducted from return credit.
2. Spectron Manufactured Made-to-order Products – Processed orders with a confirmed Spectron Sales Order are non-cancellable unless authorization from Spectron is received. Product must be unused or installed into instrument. Any item with the tamper seal broken will require additional inspection and may not be accepted for return.
3. Third-Party Products – Processed orders with a confirmed Spectron Sales Order are non-cancellable unless authorization from Spectron is received.

**Product Returns**

1. Approval Process
   * + Customer makes request for return of product.
     + The request is not a claim that that product is defective.
     + Upon approval, Return Authorization Number is provided.
2. Product Eligibility

Eligible Conditions

* + - Spectron Manufactured Products ordered in error. Product needs to be sealed and in original packaging free of use or installation.
    - Spectron error of product sent.
    - Shipping box is not damaged, but the product is defective upon arrival. Spectron needs to be alerted immediately before use of product.
    - Any product that Spectron identifies as eligible for return.

Not Eligible Conditions

* + - Made-to-order and third-party products are not eligible for return.
    - Refurbished platinum cones are not eligible for return.
    - Cones installed into instruments and used.
    - Product damaged in transit. Spectron’s freight terms are EXW Ventura, CA. Damage to the shipping box which results in damage to product you would contact the shipping carrier for resolution. Customers may insure product shipments for an additional charge.

1. Product Return Charges
   * 1. Returns based on customer error may result in a 20% return/restocking fee.
     2. Returns based on customer error customer will pay all return freight charges.
     3. Returns based on Spectron error Spectron will pay return freight and no return fees will apply

1. Return Credits
   * + - Credit Memos created due to customer error may result in credit on account and not credit to original payment method
       - Credit Memos created due to Spectron error; customer will have option to receive credit to original payment method.
       - Return/restocking fees will be adjusted from final credit memo.
       - No credit memos will be created until products are physically received and pass inspection by Spectron.