



QuickSilver Analytics, Inc. Return Policy

All returns must have prior authorization from QuickSilver Analytics and must be requested within 5 business days of receiving the shipment. Products returned without prior authorization will be returned freight collect. All products returned are subject to a minimum 25% restocking fee. Customers will be responsible for all transportation fees on returns not due to QuickSilver's error.

Non-returnable products may include the following and are subject to managerial approval. Restocking fee would then be determined on a case by case basis:

- Custom kits and kits containing modifications.
- Products not in original packaging, including products with damaged, missing or defaced labeling and packaging. All original manuals, instructions, warnings and warranties must be included. Products must not have been customized, modified or damaged in any way.
- Items purchased on a "special order" basis.
- Discontinued products.
- Sterile, Cleaned and Certified or controlled products.
- Products which are not inventoried by QuickSilver and are not able to be returned to the manufacturer.
- Products with an expired shelf life or short expiration dating.