



## Return Policy

1. Prior authorization is required for all product returns. Contact **Curecrete Customer Care** at **801-489-5663** or [customercare@curecrete.com](mailto:customercare@curecrete.com).
2. All returns must have an assigned Return Materials Authorization (RMA) number. The RMA number must be written on the address label.
3. Authorized returns must be received at a Curecrete facility within 15 days of receiving an RMA number.
4. Product must have been purchased within the previous 180 days and cannot be expired.
5. All returns are subject to a 15% restocking fee.
6. Return freight must be paid for by the customer. Collect shipments will be not be accepted.
7. Private label products are not returnable.
8. Special order products are not returnable.
9. Products purchased as part of a sales promotion are not returnable.
10. Products that have been damaged due to operator misuse are not returnable.
11. All returned products must be sealed, full, clean and in resellable condition (labels must still be attached).
12. Drop shipment orders of non-stock products are subject to the original manufacturer's return policy.
13. Exceptions:
  - a. The wrong product was shipped and invoiced.
  - b. Product does not perform to standard. Product will be subject to quality control tests prior to issuance of any credit.