

Returned Goods Policy

To initiate a return, please contact our Customer Service or Product Management team **within 90 days of product receipt**. Returns will not be accepted without prior authorization.

You may reach us at:

- **Phone:** 1-888-GORICCA (467-4222)
- **Email:** customerservice@riccachemical.com

When requesting a return, please provide the following information:

- Product description
- Catalog number
- Quantity
- Lot number
- Reason for return

Eligibility Criteria

- Products must be unopened, in original packaging, and free from significant damage.
- Made-to-order items and made-to-order quantities are not eligible for return.
- Any product failing to meet these criteria will be rejected.

Failure to notify us of a return request within 90 days of receipt will constitute an unconditional waiver of claim.

Shipping and Fees

- All returns must be shipped freight prepaid.
- Approved returns may be subject to a restocking fee.
- Products must be properly packed and labeled for compliant return shipment.

Defective or Nonconforming Products

If you believe a product is defective or does not meet our stated specifications, do not return the item. Instead, contact our Quality Assurance team at:

- **Email:** technicalservices@riccachemical.com
They will provide guidance on appropriate next steps.