



## RADQUAL SOURCE RETURN POLICY

Due to the nature of our products, all sales are final and no items can be returned for credit without prior approval from RadQual or RadQual's distributor. At RadQual we understand that mistakes can be made and will do everything possible to assist you in rectifying the problem. If a product does not meet your expectations, let us know. Our customer service team works closely with sales and quality assurance to address customer concerns promptly. Such a claim must be made, and the source returned to INIS, within 30 days after receipt of the shipment for full credit.

Before any return is made, RadQual must be notified so that a return authorization may be issued and necessary documents completed. Shipments returned without proper notification may be refused upon delivery and credit withheld.

Full credit will be given for sources that are found not to meet specifications as long as the source is returned to INIS within 30 days of receipt. RadQual will be responsible for inbound freight of the suspect source, and the outbound freight for the replacement source.

Sources reported and returned after the 30 day period, may not be given credit and all freight expense belongs to the customer.

In the case that the customer ordered the incorrect source model the following will apply: The customer must notify RadQual or their distributor and return the source within 15 days of shipment to request a replacement source. There will be a restocking fee charged for the original source. If the customer notifies RadQual or their distributor after 15 days but before 30 days a 50% credit will be offered for the original source.

After a 30 day period no credit will be given without agreement from RadQual. In all instances the customer will be expected to pay all freight charges.

In the event that the sources are being returned from an overseas location, the shipment must be sent with DDP (Delivery Duty Paid) terms so that the customer is billed for all fees.

