



EX-CELL KAISER
MANUFACTURING & DESIGN

Outstanding Service. Better Ideas. Quality Solutions.

11240 Melrose Avenue ♦ Franklin Park, IL 60131 ♦ Phone: (847) 451-0451 ♦ Fax: (847) 261-9448
www.ex-cell.com ♦ E-mail: service@ex-cell.com

Ex-Cell Kaiser Return Policy

Updated March 1, 2016

Your complete satisfaction with all of your interactions with EX-CELL is important to us. All return requests must be filed within 30 days of shipment of merchandise and will be assessed a 25% re-stocking fee.

Please visit our website at www.ex-cell.com, to complete a RMA Form and fax or email your RMA to the number or email address provided. The link to the RMA Form appears at the bottom of every page on our site.

Returns will not be accepted without a Return Goods Authorization Number (RGA) issued by Ex-Cell. The RGA # must be clearly marked on 2 sides of all cartons. Authorized returned goods must be shipped freight prepaid and received by EX-CELL within 10 days after the RGA is issued. Returned merchandise not marked with the RGA Number or received beyond this 10 day period will be refused.

Non-stock and custom products are not subject to return. This policy applies to stock items only. All returns must be made in their original Ex-Cell cartons. Any goods returned in other than resalable condition will not be given return credit.

Damaged good claims must be made within 24 hours of order receipt. **Claims made more than 24 hours after receipt of goods will not be honored.** Responsibility for damaged claim notification to EX-CELL, whether noticeable or hidden, rest with the consignee (customer). All claims related to the authorized return of goods must be filed directly with the carrier by the Shipper/customer. All goods must be counted at time of delivery and shortages must be noted on the Bill of Lading. Shortage claims made after receipt of goods (where Bill of Lading was signed complete), will not be honored.

