



Cera Products, Inc.
Return Goods Department – Tel 410-309-1000
9017 Mendenhall Court, Suites ABC Columbia, MD 21045 USA

CERA PRODUCTS' quality assurance means that we provide you with the quality products that have been inspected and certified under FDA or USDA inspected facilities, and that your particular order has been carefully inspected, handled and packed.

IMPORTANT: Health regulations stipulate that all food product, supplement or drug items that have been opened or tampered with are non-refundable. However, if we have made a mistake in sending you the wrong item or if the item is damaged upon receipt, we will correct the error. Items being returned must be received within 30 days from the date of shipment. Shipping and handling charges are non-refundable.

We appreciate your orders and want to do what we can to keep you as satisfied as possible with our service AND our products. Any orders over ONE case quantity will not be refundable for any reason, unless damaged upon receipt. Our company must be contacted immediately regarding the damage in order for us to accept returns. Refund will be on case-by-case basis. The product must be unopened, unused, safety seals intact and in "as NEW" condition.

RECEIPT OF ORDER: After you receive your order, check the contents of the package immediately against the shipping papers. You have been invoiced only for the items in the shipment. Back ordered items would be invoiced only when they are shipped and we will send these to you as soon as possible.

BILLING OR ORDER PROBLEMS: Please call us at 410-309-1000 weekdays from 9am-5pm (eastern time), or fax or email us with full details, and include your customer ID number and order number (located on your packing slip) with any correspondence to us regarding the problem. We will do our best to resolve issues.

DAMAGED GOODS: If any of the product you received was noticeably damaged, report the damage at once to the carrier/agent that delivered it to you, and have them signify they recognize the damage. You **MUST** hold the original carton and damaged goods for inspection; otherwise no claim can be honored.

RETURN PROCEDURE: First, you must call us at 410-309-1000 and describe why you wish to return the product. If your request is approved, you will receive a return clearance number. Returns will not be accepted without a clearance number. The goods must be returned in the original box and include the original packing slip within 30 days of Cera's ship date. Please be sure to ship the package properly, use the label at the top of this page as return address and insure your package.

Your credit will be made in the same way the purchase has been made. If you purchased the product with a credit card, we will credit the same account. If your order was via purchase order, we will credit that account. Cera Products agrees to absorb the shipping charges for products that are returned due to damages during transit or those products that are shipped in error, or defective. Any customer, including government facilities, will call Cera Products immediately upon shipment receipt if there is an obvious shipping damage.

RETURN FORM:

NAME: _____ Customer # _____ Order ID# _____
TELEPHONE: () _____ EMAIL: _____

RETURNED ITEMS:

Item #: _____ Quantity: _____ Description: _____ Price: _____

REQUESTED ACTION: (Check one or inform Other)

Refund based on method of payment Apply credit to future order

Reason for Return: _____

Cera Staff Approving Return: _____ **Date:** _____

Return Clearance Number: _____