



HANDS-ON LABS BOOKSTORE PRODUCT RETURN POLICY

Hands-On Labs (HOL) will accept returns from bookstores within 45 days of shipment under the following terms:

- All returns must include a Return Material Authorization (RMA) number. The request for an RMA number must be made within 45 days of when the kit was shipped from the HOL warehouse.
- Bookstores may return 10% of the original invoice quantity on a purchase order without a restocking fee. Quantities exceeding 10% will be charged a \$35 restocking fee per kit.
- Bookstore orders are aggregated each month based on total number of kits per SKU. Bookstores may return up to 10% of the total unopened kits with a valid kit code ordered per 45 day period within the 45 day window without a restock charge. The 45 day window is from the final shipment for that month. For example:
 - Order 15 kits (SKU LP-2222-MB-03) on June 3rd
 - Ordered 5 kits (SKU LP-2222-MB-03) June 16th
 - Ordered 20 kits (SKU LP-2222-MB-03) June 30th
 - Total kits ordered for the month = 40 kits
 - Allowable return is 4 kits of SKU LP-2222-MB-03 up to July 30th
- The warranty seal (strapping) must be intact when received by HOL for credit to be processed. Kits with broken or tampered seals will not be processed by HOL. Charges may be incurred for damaged items on returned product unless the damage occurs during transit.
- Returns received without RMA numbers will not be processed. Once an RMA number has been issued, an email will be sent with complete instructions on how to label boxes, etc.

Additional Information

- Shipping costs are the sole responsibility of the bookstore, and all returns must be shipped via UPS.
- Only credit memos will be issued for returned product. Ensure that credit has been applied to your account before using credit for future orders.

>>> IMPORTANT: All lab kits returned to the Colorado location will NOT be credited. <<<

Contact Information

Please contact our Client Service Representatives to submit a return request:



info@holscience.com



(866) 206-0773



(720) 420-4927