



RETURNS POLICY

- Customer must call in or e-mail Cardinal/Detecto's Customer Service Dept. and request a Return Authorization (RA) number.

Cardinal Customers

e-mail: cardinal@cardet.com

Toll-free: 1-800-441-4237

Detecto Customers

Email: detecto@cardet.com

Toll-free: 1-800-641-2008

- Customer must provide original sales order or purchase order number at time of request for RA.
- Product must be packaged for return, either in original packaging or in packaging that will prevent damage in transit.
- RA number must be written on the outside of the packaging or the shipping label must be attached as provided on confirmation paperwork from customer service.
- A minimum 25% restock fee applies to any item returned for any reason other than manufacturing defect.
- A reduced restock of 10% will be offered if a re-order of greater value is placed at the time the RA is requested. The returned item must be returned in good unused condition and packaged appropriately to prevent damage in return shipment.
- Calling the Tech Support Dept. or returning product at Tech Support's recommendation does not waive the requirements for proper packaging or how restock is applied.
- Manufacturing defect is determined at the time the RA is received by Cardinal/Detecto and evaluated by Quality Assurance.
- Cardinal/Detecto Scale is the sole judge of what constitutes a manufacturing defect.