



## Return Policy for Retailer Customers

1. All sales from Sun Chlorella USA are final.
2. Product is only allowed for return and/or exchange (product for product only for the same item ordered) under the following guidelines.

<b>Product Return</b>	<b>Product Exchange</b>
1. SC USA over ships product.	1. SC USA packs wrong product ordered.
	2. Product has been damaged during transit from SC USA's warehouse to the consignee due to inadequate packaging.
	3. The customer returns the product to your store.

3. Product returns and exchanges are not accepted without a Return Material Authorization (RMA) approved by Sun Chlorella USA's Customer Service Manager. Product exchanges without a RMA will be returned back to the sender.
4. Procedure for return/exchange:
  - a. Retailer buyer contacts Sun Chlorella USA for RMA.
  - b. Upon approval, Sun Chlorella USA will fax or mail the RMA form to retailer buyer.
  - c. Retailer sends the returnable or exchangeable items according to the RMA and MUST include a copy of the RMA with the packing slip.
5. Damaged or miss-packed product must be reported to Sun Chlorella USA within 48 hours of receipt. It is the consignee's responsibility to examine all items shipped immediately upon receipt.
6. All products that are shipped from our warehouse have a minimum shelf life of two years. Exchanges are not accepted because of the expiration.
7. Sun Chlorella USA will only issue return labels if we made an error in the shipping or billing of your order for domestic (U.S) shipments only. No other exceptions are allowed.

Thank you.