

WARRANTY AND RETURN POLICIES

WARRANTY POLICY

Products purchased from Science Interactive are warranted only against defective materials and missing items provided notice is given to Science Interactive within 30 days of product delivery. No other warranties apply.

RETURN POLICY

Products may be returned to Science Interactive for refund only under the terms and conditions contained in this policy.

VOUCHERS

Voucher returns will be processed through university bookstores and are subject to university policies. Students are responsible for contacting university bookstores for returns or refunds for redeemed vouchers.

UNOPENED PRODUCTS

Unopened products for which a Return Merchandise Authorization (RMA) has been properly obtained will be refunded per the process described below, less a 15% restocking fee, only if they are returned within 30 days of delivery, and unused in their original, undamaged packaging.

If the kit code was used but no work has been done within the first lesson, you will be charged for the kit code—\$50.00 for Standard courses or \$63.50 for Premium courses.

Products returned in damaged packaging will be treated as opened. Packages where the security strapping tape applied in our shipping facility has been removed are considered opened.

Unopened products that have been returned without receiving an RMA will not be refunded.

UNUSED OPEN PRODUCTS

The price of opened but unused and fully intact products in original condition for which RMA numbers have been properly obtained, and which are returned within 30 days of delivery, will be refunded, less a 25% handling, inspection, and restocking fee.

If the kit code was used but no work has been done within the first lesson, you will be charged for the kit code—\$50.00 for Standard courses or \$63.50 for Premium courses.

NON-ELIGIBLE RETURNS

No refunds will be issued for any purchased product if any of the following apply:

- Kit has been opened and used
- Kit is returned 30 days or more beyond the product invoice date
- Kit is returned without a Return Merchandise Authorization (RMA) number

- Kit is returned without its original packaging and the original packaging of all contents
- Kit is returned with any item missing or not in its original condition
- The return is for an individual product purchase of \$55 or less
- Items were purchased from an unauthorized distributor/source
- The kit code has been used and the student has done any work in the first experiment of the course

SHIPPING FEES

Shipping fees are not refundable and return shipping costs are the responsibility of the purchaser. No COD returns will be accepted. Return shipping fees must be prepaid through UPS, FedEx or DHL for tracking purposes.

RETURN AND REFUND REQUESTS

Assuming all conditions reflected above will be met, the purchaser must contact Science Interactive through our [web contact form](#).

The product must be returned in its original packaging and shipped securely inside a protective box, wrapping, or container that prevents damage to the product's contents and external packaging. No marks or labels should be applied to the product's original packaging which is an integral part of the product.

RETURN ADDRESS

The purchaser's full name and address must be clearly visible on the box. Shipping label must be addressed to Science Interactive exactly as follows. Note that the RMA number must be included in the address:

Science Interactive, Inc.
Attn: Returns – RMA# _____
86475 Gene Lasserre Blvd
Yulee, FL 32097



Lab kits returned to our Colorado office will not be credited.

RETURN MERCHANDISE AUTHORIZATION

Return Merchandise Authorizations are obtained through our customer service representatives. After contacting us through the web contact form listed above, you will receive an email or phone call with the RMA number for your return.

REFUND ISSUANCE

Assuming all conditions have been fully met, a refund for the product price, less restocking fees if applicable, will be credited to the original form of payment. Please allow 7–14 business days after a return's receipt for inspection, return approval, and refund credit processing by Science Interactive. Additional time may be required by your bank or credit card company to process a refund credit.

This policy applies to all divisions and products of Science Interactive.