

Andersen Sterilizers & H.W. Andersen Products of California

Returned Goods Authorization Policy

For All Return Inquiries and Assistance: Contact Customer Service

Andersen Sterilizers: 1-800-523-1276 or Andersen Products of California: 1-800-524-3455

- Andersen accepts returns that meet our return policy.
- All Returns MUST have prior approval. Any returns made without Andersen knowledge will not be eligible for credit.
- No credit for product with more than half of its shelf life expired if it is unsuitable for resale or if returned with no prior approval.
- Please report shipping errors or damage within 2 business days of receipt of product.
- Product found to be defective upon receipt will receive full credit and a refund of shipping costs.
- Product returned due to fault of Andersen will receive a full credit.
- Extenuating circumstances may alter the credit amount.
- Refer to user manual for Capital Equipment 1-Year Warranty.

Please contact customer service to ask how to proceed with a return.

Andersen Sterilizers, Inc. must be notified by the purchasing customer or entity (i.e.: distributor) of each return prior to returning any item. The following information must be provided when seeking authorization to return merchandise:

- A. Reason for product being returned (Example: ordering error, incorrect item or quantity received, etc.).
- B. Item catalog number, lot number, and quantity (Example: AN87.00 Lot 180004 -3 boxes).
- C. Purchase order number.

Once a return request has been authorized and documented, please refer to subsequent Tables 1-2 to determine customer credit. After receipt of returned item(s), Andersen Sterilizers will complete an inspection and evaluation of each product and condition prior to authorizing credit to customer.

All returns are to be shipped to:

Andersen Sterilizers, Inc.

3170 Caroline Drive

Haw River, NC 27258

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Table 1: Consumables, Accessories, and Hazardous Materials (Examples Include: Dosimeters, Linear Bags, Humidichips, Biological Indicator, Tables, Anprolene and EOGas Refill Kits, and Abator Refill Cartridges)	
<u>CIRCUMSTANCES</u>	<u>CREDIT ALLOWED</u>
Defective Product / Shipped in Error Within 30 Days of Invoice	Full Credit and Refund of Returned Shipping Costs
Un-Opened Product Return Initiated Within 30 Days of Invoice	100% of Net Cost – Less Shipping & Restocking Fees
Un-Opened Product Return Initiated Within 60 Days of Invoice	50% of Net Cost – Less Shipping & Restocking Fees
Opened Product Return Initiated Within 30 days of Invoice	NO CREDIT
Any Product Return Initiated After 30 Days of Invoice	NO CREDIT



Gas kits that have been removed from their original packaging will have to be sent back as hazardous materials at the customer's expense.

Table 2: Capital Equipment (Examples Include: Anprolene Units, EOGas Units, Abators, Sealers)	
<u>CIRCUMSTANCES</u>	<u>CREDIT ALLOWED</u>
Unopened and Palletized Capital Equipment Return Initiated Within 30 Days of Invoice	100% of Net Cost – Less Shipping & Restocking Fees
Opened Capital Equipment with Original Packaging Material Return Initiated Within 30 Days of Invoice	60% of Net Cost – Less Shipping & Restocking Fees
Opened Capital Equipment Without Original Packaging Material Within 30 Days of Invoice	50% Net Cost – Less Shipping & Restocking Fees
Any Product Returned After 30 Days	25% of Net Cost – Less Shipping & Restocking Fees
Any Product Returned After 90 Days	NO CREDIT

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Signatures:

Content Approval:	I have approved the content of this document		
Name:	Jim McDermott jmcdermott	Title:	Vice President of Sales and Marketing
			2026-04-29 15:14:52 (UTC+00:00)
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Controlled Quality Document Authorized for Release:	I authorize this controlled quality document for release.		
Name:	Faith Rios ANDERSEN\Faith.Rios	Title:	Vice President, Quality Assurance & Regulatory Affairs
			2026-04-29 19:05:58 (UTC+00:00)
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