

GALLIPOT, Inc.  
The Art of Compounding

**RETURNED GOODS POLICY AND PROCEDURE**

To conform to FDA regulations and ensure quality and purity of our products, Gallipot is **unable to accept returns** of any articles in the following groups: chemicals, vehicles & bases (oral liquids, topical creams, ointments, gels and the like), supplies (molds, empty capsules), and special orders opened or unopened.

**DAMAGED OR INCORRECT SHIPMENTS**

Please inspect your order upon arrival and contact our Customer Service Department immediately with any questions. Gallipot must be notified within **THREE** working days after receipt of a damaged or incorrect shipment. All packing material, including the carton and any broken or damaged item(s) must be retained for a claim to be filed.

**NON-CHEMICAL RETURNS**

No credit will be issued for non-chemical products purchased over 6 months from original purchase date. All returned non-chemical purchases will be assessed a processing fee of 25%. Special order items may not be returned for credit. Please call Gallipot to receive a returned merchandise authorization number (RMA#). The RMA# must be written in black ink on the outside of the box in which items are returned. You will be responsible for properly packing and shipping the item back to Gallipot in a timely manner.

All merchandise must be shipped prepaid to:

**GALLIPOT, Inc.**  
**ATTN: RETURNED GOODS DEPT.**  
**RMA# \_\_\_\_\_**  
**2400 PILOT KNOB ROAD STE 200**  
**ST PAUL MN 55120**

All items are subject to evaluation and inspection before credit is given.

No credit will be issued for items that:

- A. Have been involved in a sacrifice, fire or bankruptcy sale or have been damaged by fire, water or smoke.
- B. Have expired.
- C. Have been opened or are partially filled containers.

**GALLIPOT, Inc. does not accept 3<sup>rd</sup> party returns**