

RETURN AND EXCHANGE POLICY

Clairitech Innovations values its relationship with you and offers you the option to return most products you purchase directly from Clairitech Innovations, as set forth in detail below.

POLICY

Return period of 30 days for unused products and accessories:

Unless you have a separate agreement with Clairitech Innovations, or subject to the provisions below, all equipment and accessories that have not been used, in new condition and in their original packaging may be returned to ClairiTech Innovations within **30 days of the date of purchase** for a refund of their purchase price, an equivalent credit note or the exchange of the product, less shipping and handling charges, resupply fee and applicable taxes, if already paid.

Return period of 15 days for defective or damaged products and accessories:

Requests for refund and/or exchange for defective or damaged merchandise can be made within 15 days of receipt of the merchandise. After 15 days, the manufacturer's warranty applies.

Note: Any product returned to ClairiTech Innovations without the prior permission of ClairiTech Innovations will be considered an unauthorized return; the customer will not receive any refunds or credit notes for the product and ClairiTech Innovations will not return the product to the customer.

Damaged products and accessories:

If you have received damaged items, please contact us by phone or email before destroying or discarding the product and/or packaging. Failure to comply could see your request denied.

FEES

Unless the product is defective or the return is a direct result of a Dell error, the refund or credit does not include any shipping and handling charges shown on your packing slip or invoice; you are responsible for those and for any damages incurred during the return shipment.

PROCEDURE

1. Before returning a product, you must first obtain a Return Authorization Number from Clairitech Innovations Customer Service before the end of the applicable return period. Proof of purchase will also be required.

To contact Clairitech Innovations Customer Service, please call **1-888-533-1348** or [Email Us](#)

Any product returned to Clairitech Innovations without the prior approval of Clairitech Innovations will be considered an unauthorized return; the customer will not receive any credit or refund for the product and Clairitech Innovations will not return the product to the customer.

2. Pack the product in its original package

3. Insert all the documents received concerning the order to be returned. Remember to keep a copy of all the documents provided.

4. To obtain a full refund, the products must be returned in perfect condition, in their original packaging and with all documents, parts and accessories.

5. The return costs must be prepaid; we will not accept deliveries paid at the reception.

6. For your protection, we advise you to provide the shipping service

7. Five days after the date of issue of the return authorization number by Clairitech Innovations Customer Service, you must send the product to the following address:

**ClairiTech Innovations
1095 ch. Ohio Service Rd
Boudreau Ouest, New Brunswick
Canada E4P 6N4**

8. Upon receipt of your authorized and compliant return, Clairitech Innovations Inc will issue a credit or refund equal to the purchase price paid, less shipping and handling charges, restocking charges and applicable taxes subject to this policy.

9. For assistance please call **1-888-533-1348** or [Email Us](#)

10. For any questions regarding warranty terms please call **1-888-533-1348** or [Email Us](#)

NO RETURNS ARE POSSIBLE AFTER 30 DAYS FOLLOWING THE DATE OF THE BILLING DATE.

CLAIRITECH INNOVATIONS SHALL NOT BE LIABLE FOR, OR ANY CHARGE OF, A CONSUMER ORDER ERROR.