



Colonial Chemical Solutions, Inc.

Product Return Policy

Our goal at Colonial Chemical Solutions (CCS) is to provide the highest level of satisfaction to our customers with each product they purchase.

If a customer is dissatisfied with a purchase, they will receive a refund as long as the product is returned in its original, unopened package within 30 days of proof of delivery. All returned products will be subject to a 25% fee to cover the cost of shipping and restocking. However, all product returns must have prior approval from CCS before they can be returned.

If the package has been opened, a minimum fee of \$500.00, or \$8.00 per pound, will be charged for the repackaging and/or disposal of the returned product. We are unable to accept the return of any open packages containing a custom chemical that was formulated for a specific customer.

In the event that a product is contaminated, it will be deemed "off spec" and CCS will conduct an investigation to determine the root cause of the contamination. If it is found that the contamination occurred prior to delivery, the product may be returned at no extra cost. If it is determined that the customer is responsible, they will be charged the repackaging/disposal fee of \$500.00, or \$8.00 per pound.

Please contact our Customer Service Department at 800-285-8593 if you have any further questions about this policy or about our services in general.