



# CSPD PARTS RETURN OR EXCHANGE POLICY

This Return Policy will govern returns and refunds with respect to the purchase and sale of parts and accessories offered for sale to a buyer (“Buyer”) by Combi Packaging Systems, LLC (the “Seller”) (collectively with Buyer referred to as the “Parties”) as provided in any quotations, offers to sell, proposals, payment authorization forms, purchase orders or other orders (collectively defined as the “Agreement”). Unless otherwise stated herein, the Terms and Conditions that supersede this Return Policy.

## Returns Process

The Buyer may return to the Seller eligible Products within sixty (60) days of the original purchase of the Product for credit equal to the amount of the purchased Product less a 15% restocking fee.

Unless otherwise stated below, a Product is **eligible for a Return if:**

- The Return Claim is submitted within sixty (60) days of order shipment;
- The Returned Product is in its original packaging;
- The Returned Product was not used by the Buyer or damaged in any way;
- The Buyer provides the receipt or proof of purchase to the Seller; and
- The Buyer receives a Return Merchandise Authorization (RMA) number from the Seller.

The Seller reserves the right to refuse return on inactive or made-to-order Products.

If the Buyer has any questions about this Returns Policy or to obtain a Return Merchandise Authorization (RMA), contact the Seller by:

RMA Contact Info for orders with a CSPD LOGO:

800-344-9883

[CSPD-CSR@combi.com](mailto:CSPD-CSR@combi.com)

RMA Contact Info for orders with Combi LOGO:

866-426-9470

[Parts@combi.com](mailto:Parts@combi.com)

Please send the Product in its original packaging, the receipt or proof of purchase, and the RMA form to serve as a return packing slip, to:

Combi Packaging Systems LLC 6299 Dressler Rd NW North Canton, Ohio 44720

**Mark the RMA number on the Outside of the package and include the RMA paperwork inside the package with the parts.**

## Shipping charges

The Buyer is responsible for paying any and all costs of shipping and for the risk of loss of or damage to the Product during shipping, both to and from Combi related to any return under this Return Policy.

## Damaged items

If the Buyer believes it received a damaged product, notify the Seller immediately pursuant to the Terms and Conditions.