

Welcome to Polycarbin, Inc. ("Polycarbin," "We," "Our", "Us"), we manufacture the only line of Closed-Loop laboratory products made using recycled, circular content. We specialize in the recycling and remanufacturing of lab products ("Products").

The below documents are intended to help you navigate Polycarbin's payment and shipping policy, as well as our return and refund policy. If you are in need of further assistance, please reach out to us by email [here](mailto:support@polycarbin.com) or by contacting us at support@polycarbin.com.

Return & Refund Policy

Product Returns

All returns, replacements and service requests are to be handled by one of Polycarbin's Customer Support Representatives (CSR) and are subject to the following terms: All returns must receive authorization from Polycarbin prior to shipment and are to be requested within 14 days of initial delivery. Products returned without prior authorization or without proper documentation will be returned to the customer, freight collect.

In the event that a customer's order is either i) incorrect or otherwise not in accordance with the initial purchase order or ii) deemed defective at the time of arrival, Polycarbin will extend a full credit refund, excluding freight. All returns may be subject to a 60% restocking fee, in addition to any other charges needed to cover inspection, processing and repair.

Generally, the following disqualify a customer from receiving full credit:

- The item returned is not one of Polycarbin's own
- The product is not in its original packaging or is opened, used, defaced/damaged beyond expectation
- The product is physically modified, customized or damaged
- Products determined to be in high demand during times of crisis

Polycarbin reserves the right to issue a credit reversal when::

- A return request is authorized by Polycarbin but the return is not completed by the customer
- A product is returned under a claim of faultiness and deemed in good working condition by Polycarbin's Quality Control Team

Shipping Policy

Purchase Orders and Charges

Customers may work directly with one of Polycarbin's CSRs to place a purchase order (PO) or by visiting Polycarbin's website to place an order through the e-commerce storefront. Customers will be charged in one of two ways: i) If the customer has an established pricing agreement with Polycarbin, a PO will be charged in accordance with the agreed upon terms ii) Without a pricing agreement in place, customers can view product pricing listed on the storefront and should expect to pay standard shipping and handling charges and sales tax.

Shipping and Delivery

Products ordered through Polycarbin's e-commerce storefront, and any other format of direct transaction with Polycarbin, will be shipped by Polycarbin personnel and delivered by an authorized carrier to the customer's specified shipping address (does not include post office boxes), FOB destination. Shipping costs will follow the Prepaid and Add invoicing format.

While we at Polycarbin work diligently to ensure that our e-commerce storefront accurately reflects the most up-to-date view of our inventory on hand, there are occasions where products are unavailable at the time of shipment. In such an event where inventory is not available at the time of shipment, a CSR will relay the circumstances to the customer in a timely manner and provide an estimated window for shipment. Should an estimated delivery date fall outside the acceptable range for the customer, the customer may remove the backordered products from their order within 48 hours of receiving the delay notice, so long as the order has not yet been shipped. If no such notice is received by Polycarbin, it is understood that the estimated shipping date for backordered products is acceptable to the customer.

Upon submitting a PO, a tracking number for your shipment will be sent to your specified email address and can be used to monitor the status of the order. Polycarbin reserves the right to ship an order as it becomes available, billing the customer as items are delivered. Under such circumstances, one tracking number will be provided for the entirety of the order.

Shipment Claims

Once a product shipment has been received, the customer is responsible for inspecting its contents, paying specific attention to any potential errors to the order or damage to the item(s) itself. If an error or damage is noticed, the customer is to notify a Polycarbin CSR within 5 business days of receiving the shipment. If no notice is received within 5 business days, it is assumed that the order meets all agreed upon criteria.

Payment Terms

At the time in which an order is placed, Polycarbin will charge the customer's account for all orders. In choosing to pay with a credit card, the order amount will be charged to the credit card listed by the customer at the time of the transaction. At the time of payment, the customer can expect to pay the amount listed at the time of placing the order, in addition to shipping and handling charges and any applicable taxes. Polycarbin reserves the right to collect interest equal to the highest lawful amount for invoices not paid within 30 days of the invoice date, accruing monthly (USD).

Our Liability Under Our Shipping and Payment Policy and Return & Refund Policy

IN NO EVENT SHALL POLYCARBIN BE LIABLE UNDER ANY LEGAL THEORY (INCLUDING BUT NOT LIMITED TO CONTRACT, NEGLIGENCE, STRICT LIABILITY IN TORT OR WARRANTY OF ANY KIND) FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS), EVEN IF WE HAD NOTICE OF THE POSSIBILITY OF SUCH DAMAGES. IF WE DELIVER CUSTOM GOODS FOR YOU BASED ON INSTRUCTIONS, SPECIFICATIONS, OR OTHER DIRECTIONS YOU PROVIDE TO US, WE SHALL NOT BE LIABLE FOR THE LACK OF SUFFICIENCY, FITNESS FOR A PARTICULAR PURPOSE OR

QUALITY OF THE GOODS TO THE EXTENT ATTRIBUTABLE TO SUCH INSTRUCTIONS, SPECIFICATIONS, OR OTHER DIRECTIONS.

Non-conforming Material Shipments

Polycarbin has invested heavily in digital and physical resources that enable effective material diversion to advance our mission of Closed-Loop recycling. Scientist and lab operations training and collaboration is the cornerstone of Polycarbin's service offering and ensures that we only receive conforming materials. To date, we have never received any non-conforming infectious or hazardous material from a customer. This is a testament to Polycarbin's training platform and customer engagement. We should not forget that scientists are a highly educated, eager workforce that are already trusted today to divert material streams accordingly within the lab -- keeping hazardous and infectious materials out of the municipal solid waste streams.

However, if Polycarbin receives material from a generator that requires immediate attention and remediation, we have in place **formal partnerships with permitted** environmental service providers that will be leveraged to manage the material stream according to local regulations. Non-conforming material containing infectious or hazardous waste will be disposed of according to local, state, and federal regulations at the generator's cost.

