

Dodge Company Return Policy and Procedure – See Page 3 for Return/Warranty information for the Dodge Embalming Machines and Dodge Waterless Aspirator:

Please contact Dodge Customer Service to work out arrangements for all returns and exchanges.

Products must be returned in good, unused condition, preferably in the original packaging. Custom orders are NOT returnable.

Important – Always open boxes and inspect contents immediately upon receiving!

Concealed Damage

If there is no visible damage to the box, but when you open it, an item is damaged, contact Dodge Customer Service immediately. We cannot accept concealed damage claims after 4 days from your signed delivery. We will contact the delivery company and start a claim process to determine when and how the damages occurred. Once determined, a Return Authorization will be issued to return the item (if necessary) and a replacement will be shipped. Please remember that if your claim is made after 4 days from delivery, shipping agents will refuse any responsibility and a credit will not be extended. Please retain the original packaging as most shippers will need to see the packaging for claim purposes.

Returns for Dodge stocked items will be accepted up to 6 months from the date of receipt of the product.

Stocked Items Being Returned –

- A **Dodge Return Authorization** will be issued if an item is defective or damaged, or if we shipped it in error. We will gladly exchange or issue a full refund/credit including shipping costs for that item when returned within 30 days of your signed delivery. Please allow 7 to 10 business days for your Return Authorization and label to arrive via email.

Dodge Company Return Policy continued:

- A **Dodge Return Authorization** will be issued for Dodge products you wish to return that are not defective or damaged and returned within 30 days of receipt. You will receive a refund/credit for merchandise. Original shipping charges and/or return shipping charges may apply and will be deducted from the refund/credit.

If Dodge products that are not defective or damaged are returned **after 30 days** of receipt, you will receive a refund/credit for the merchandise minus the return shipping charges, and a restocking fee.

Non-Stocked Items Being Returned –

Non-stocked items must be returned **directly** to the manufacturer. Please notify Dodge within 20 days of receipt to arrange for Return Authorization. Please allow up to 4 weeks for your Return Authorization paperwork to arrive in the mail. Credit will be issued upon receipt and inspection by the manufacturer. For returns other than for defects, damages, or shipping errors, manufacturers' restocking fees (which range from 10-25% of the value of the product) and shipping fees will be deducted from your refund/credit.

Dodge Company Return Policy continued:

Dodge Company Return Policy for the Dodge Embalming Machines and the Dodge Waterless Aspirator:

The Return Policy on pages 1 and 2 is applicable to the Dodge Embalming Machines and the Dodge Waterless Aspirator. In addition to our regular return policy, please note the following:

- **If upon return during any period of time, there is evidence of improper use, repair fees will apply and will be deducted from your refund/credit.**
- If a machine is returned, it must be shipped in its original box and with its original packing material.
- If a box is required for a return, the customer will be responsible for the cost of the replacement box and the cost of shipping it.
- Custom ordered machines are not returnable.

Dodge Company Warranty Information for the Dodge Embalming Machines and the Dodge Waterless Aspirator:

- One year warranty on parts and labor for defects in material and workmanship and when instructions are followed.
- Two year warranty on the motor.
- The one year parts and labor warranty does not cover improper use of incompatible chemicals, refer to owner's manual.
- If a machine needs repair and falls under the one year warranty period, the cost to ship the machine for repairs is covered under the warranty unless there is evidence of improper use.
- If a machine needs to be sent in for repair, but the customer does not have the original box and packaging, the customer will be responsible for a replacement box and the cost of shipping it.
- Damage due to power surges is not covered under the warranty.
- Loaner machines may be available. The cost to ship a loaner machine back and forth is only covered for defects in material and workmanship.
- The one year warranty begins when the machine is received.