Partners Return Policy

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All Partners who wish to return UNI&CORE, INC. products to UNI&CORE, INC. for any reason must complete the Return Form found on UNI&CORE.com. Only items for which a refund is available per the Return Policies outlined below should be returned to UNI&CORE, INC. Items returned for which no refund is available will be discarded, and no refund will be issued.

Order Cancellation

Orders can be cancelled on the same day they were placed as long as cancellation is complete by 2:59 p.m. Pacific Time only. Orders cannot be cancelled after 2:59 p.m. Pacific Time. UNI&CORE, INC. will make reasonable efforts to refund an order placed in error. In the event an order cannot be cancelled, a Partner must follow the procedure described below.

Returns of Defective or Damaged Products

Time Limit for Return and Refund Requests. All requests for refund, exchange, or replacement must be initiated by completing the Return Form, with the original sales receipt, within the applicable period below, measured from the date of delivery as shown by the carrier's delivery confirmation: (a) exchanges and refunds not due to a manufacturer's defect or missing item: **fourteen (14) days**; (b) replacements or refunds due to a manufacturer's defect or missing item: **thirty (30) days**. Requests received after the applicable period will not be accepted, and no refund, exchange, replacement, or product credit will be issued, regardless of the condition of the product. This time limit applies in addition to all other conditions of this Return Policy.

- **Replacement Due to Manufacturer's Defect or Missing Item.** If you request a replacement item due to a manufacturer's defect or a missing item, the replacement item will be shipped to you at no cost to you as long as the item is shipped to the same address as the original item. Additional charges may apply if you request that the exchange or replacement item is shipped to a different address.

- **Exchange Not Due to Manufacturer's Defect or Missing Item.** If you wish to exchange an item for another item and the original item is not defective, you will be responsible for the payment of any differences in product prices as well as shipping costs to return the original item to us. In addition, you will be charged the shipping costs to send the exchange item to you. No exchange will be made for products that are not in good and resalable condition, not in their original packaging, or that were otherwise designated by us at the time of sale as nonreturnable, discontinued, or seasonal.

- **Refund Not Due to Manufacturer's Defect or Missing Item.** If you wish to receive a refund for a product under this policy, we may require you to return the item to us. In that event, you will be responsible for the payment of any shipping costs to return the original item to us. Upon our timely receipt of the returned item (if required) a refund of the purchase price (less shipping costs) will be issued to you. Items designated by us at the time of sale as nonreturnable,

discontinued, or seasonal are not eligible for a refund under this policy. Nor are business supplies, Sales Tools.

• **Sales Receipt Required.** If you do not have your original sales receipt, we reserve the right to refuse to honor your product replacement, exchange, or refund request.

• **Product Credit.** We reserve the right to issue product credit to you in lieu of your replacement, exchange, or refund request at our discretion if the conditions set forth in this Product Return Policy are not met by you. If you return an item that was purchased using product credit, upon approval, the credit will be reissued. The original product credit expiration date will be extended by 15 days.

• **Customer Returns.** Note that the foregoing Satisfaction Promise and Product Return Policies are applicable to products that you sell directly (from your own inventory) to customers. Therefore, if a customer wishes to return a product to you pursuant to these policies, you agree that you shall honor these policies with respect to any such return. After a customer has returned a product to you pursuant to the above, you may likewise return the product to the Company for refund or exchange in accordance with the above policies.

Questions. If you have any questions about product returns, discrepancies, back-ordered items or anything else concerning the above Satisfaction Promise/Product Return Policies, please contact the Customer Service Department at email unincore@unincore.com

• The items, at the time of purchase, were not identified as non-refundable, discontinued, expired or seasonal items.