



ADENNA RETURN GOODS & WARRANTY POLICY

Claims for Damaged Goods or Discrepancies in Order / Shipment Received

Every effort is made to ensure that all orders are picked correctly and shipped according to our customer's purchase orders in good condition. All freight logistics are coordinated with selected and authorized freight carriers. It is the customer's responsibility to inspect the condition, and count of all products received.

In the event that there are any issues with the shipment received, **the customer must notify the freight carrier driver or delivery person immediately, and document the issues with the shipment on the freight carrier's copy of the Bill of Lading BEFORE signing the Bill to take receipt of the shipment.** The customer should then report the problem to Adenna Inc.'s customer service representative.

After the customer signs the freight carrier's copy of the Bill of Lading to acknowledge receipt of goods in good condition and correct quantities, the ownership of goods is officially transferred from freight carrier to customer. **No claims for damage or shortage in shipments will be processed by Adenna Inc., or the freight carrier later.**

Commercial Warranty

Adenna warrants our products to be free from defects in material and workmanship for a period of not less than 1 year from date of delivery. All products found defective within that period shall be replaced. Adenna disclaims all expressed or implied warranties to the maximum extent permitted by law. Under no circumstances shall Adenna be liable for any incidental, consequential, or indirect personal injury, damages, interruption of business, or any other loss arising from the use of our products.

It is understood and agreed that Adenna's liability shall not exceed the amount of purchase price paid by buyer of the product. User assumes all risk of possible allergic sensitization or reactions. No action whatsoever arising from the use of our products may be brought after one year from the cause of such action.

Return Goods Policy

Orders accepted by Adenna are not subject to change or cancellation by Customer except with Adenna's verbal and written consent. All return must (a) complete a Return Goods Authorization (RGA) form, and (b) obtain an RGA Number, from an Adenna Customer Service Representative. All non-defective returns shall be subject to a 15% restocking fee.

Return party shall prepay shipping cost. Products for replacement may be shipped before return goods are received. **Failure to return goods within fifteen (15) days of issuance of RGA Number will result in additional invoice and charges.** Adenna only accepts returns of Adenna's branded products that are purchased and invoiced within 90-day period.

Acknowledged and received by:

Signature

Date

Print Name