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## When placing an order, please provide:

Order number,  
Invoice and delivery addresses,  
Your telephone number,  
Contact person and telephone number.

## No minimum order charge

**Shipping:** 1st Class Post or next day  
courier service

**Returns:** Please see page 4

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To place an order, track a package, check an order's status, or request a quote:

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**Fax:** 1-814-353-1309

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**Fax:** 1-814-353-1309

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Or visit [www.restek.com/USsales](http://www.restek.com/USsales) to find the sales rep for your region.

#### Distribution

Restek® products are also available through the following authorized domestic U.S. distributors:



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**Fax:** +86-10-5814-3980

**E-mail:** [china@restek.com](mailto:china@restek.com)

**Web:** [cn.restek.com](http://cn.restek.com)



### FRANCE:

#### Restek France

**Phone:** 33 (0)1 60 78 32 10

**Fax:** 33 (0)1 60 78 70 90

**E-mail:** [restek@restekfrance.fr](mailto:restek@restekfrance.fr)

**Web:** [www.restek.fr](http://www.restek.fr)



### GERMANY:

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**Fax:** 0049 - (0)6172 2797-77

**E-mail:** [info@restekgmbh.de](mailto:info@restekgmbh.de)

**Web:** [www.restekgmbh.de](http://www.restekgmbh.de)



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**Phone:** +39 02 7610037

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**Phone:** 1-814-353-1300, ext. 9

**Fax:** 1-814-353-1309

**E-mail:** [ics@restek.com](mailto:ics@restek.com)

International Technical Service

**E-mail:** [support@restek.com](mailto:support@restek.com)



## important note **Resolving Product / Order Issues and Returning Products**

Any package received without a returns number will immediately be returned to the sender.

At Thames Restek we make every effort to ensure the highest standards of quality for the goods we offer. If, however, the goods arrive damaged, or do not meet the published specification, or if you are dissatisfied for any other reason, it is essential that you notify us within 7 days of receipt to obtain a “Goods return number” as outlined below.

It is imperative that the system is followed. Your attention is drawn to our standard terms and conditions for the notification of returns.

“Goods supplied in accordance with the contract cannot be returned without the prior permission of the Company. Duly authorised returns shall be sent to the Company’s premises at the buyer’s expense.”

Any request for return material should be made by fax or telephone and should include the following information:

- Your original order number
- Company name and Contact name
- Our invoice number
- Description and quantity of items to be returned
- Reason for return request
- If material has been used, with what solvents/ toxic hazard etc.

Requests should be made to the **sales department** on 01494 563377. Upon receipt of the above, the request will be reviewed and, upon acceptance, a **Goods return number** will be issued.

It is imperative that the **Goods return number** is marked on the **outside** of any return package.

**ANY PACKAGE RECEIVED WITHOUT A RETURNS NUMBER WILL IMMEDIATELY BE RETURNED TO THE SENDER.**

## **Replacement Policies**

Where appropriate we will repair or replace the returned product as soon as is practicable. Credit will be issued for ordering errors (subject to a 20% restocking charge) providing the product is returned unused and in good condition.

## **Pricing**

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