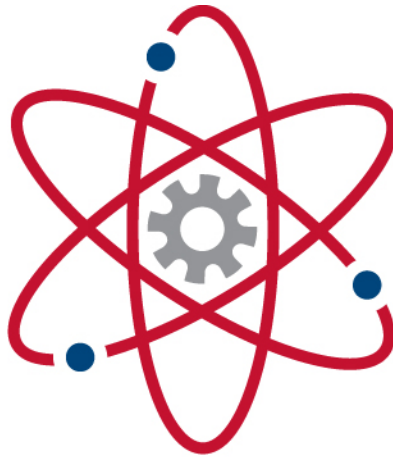


PLTW Returns Guidelines



PROJECT LEAD THE WAY

PLTW

Warranty

Products may be shipped directly from the supplier, or may be shipped by Project Lead The Way (PLTW). Regardless of the shipper, the products generally include end-user warranties that cover manufacturer defects. Please refer to each supplier's specific warranty information located on their website. . The warranty from the supplier is your sole warranty; PLTW does not provide any additional warranties. To initiate a warranty claim, please email productsupport@pltw.org.

Shipping Errors & Defective Product

Claims for shipping damage, shortages, or errors must be made via email (productsupport@pltw.org) and received within thirty (30) days of shipment receipt. Claims should include:

- 1) The purchase order or webstore cart number
- 2) A description of the issue
- 3) Part number and quantity of affected products
- 4) Images of the damaged goods.

Please review shipments as soon as possible to determine if there are any damages, errors, or missing items. PLTW reserves the right to reject requests outside the 30-day window.

Returns

PLTW will accept returns of products for a credit, under the following conditions:

- 1) PLTW must be notified within 30 days of receipt
- 2) Returns must be in new, resalable condition in their original packaging including all manuals and associated paperwork.
- 3) Returns will incur a 15% restocking fee or \$10.00; whichever is greater.
- 4) Not all items are returnable. For example: chemicals, live specimens, perishable items.

Please contact PLTW Product Support at productsupport@pltw.org prior to the return of any products(s) to obtain a return merchandise authorization (RMA). Please include the following information:

- 1) School/District name
- 2) Item(s)
- 3) Reason
- 4) Purchase Order or webstore cart number
- 5) Quantity(s)
- 6) Number of packages

Upon issuance of an approved return authorization number, PLTW will supply pre-paid shipping labels. Returns must be shipped within 7-days of receipt of labels. Return authorizations and shipping labels will become void after this period.

Items shipped without an approved RMA and PLTW-provided pre-paid shipping label will be returned to sender at sender's expense.

Credit will be issued to the school account once all items have been validated. Restocking fees will be deducted from the credited total.

Shipping and Processing

Standard ground shipping and processing charges are included for items available for order directly through PLTW. PLTW reserves the right to pass on additional shipping charges for orders shipped outside of the lower 48 contiguous states (i.e. Hawaii, Alaska, and Puerto Rico). **Schools are financially responsible for any optional premium shipping services they use. Examples include, but are not limited to, expedited shipping, lift-gate service, driver assist, de-palletizing freight, driver detention, and/or inside delivery. Most commonly, schools are billed directly by the carrier for these types of charges.**