



Returned Goods Policy

Due to DOT regulations regarding shipping of hazardous material, you must contact us prior to returning any product. Any request to return a product must be approved by our Customer Service and/or Product Management department within 90 days of receipt of the product. Product to be returned must be unopened and in its original packaging with no major damage. Please call 1-888-GORICCA (467- 4222) or email customerservice@riccachemical.com to arrange a return. We will then assist you in properly preparing the product for shipment and getting proper credit.

Please provide us with the item description, catalog number, quantity, lot number and the reason for return. Made to Order items will not be accepted for return. Failure to provide notice of any claim within the 90-day time period shall be deemed an absolute and unconditional waiver of such claim.

Returned product failing to meet the above criteria will not be accepted.

All returned goods must be shipped freight prepaid and may be subject to a restocking fee. Please be sure all material is properly packed and labeled for return shipment.

If you believe your product to be defective or be out of conformance with our provided specifications. Please do not return the product. Instead, contact our Quality Assurance team at technicalservices@riccachemical.com and they will assist you with the next steps.