



Pacific Substrates Destroy In Field Policy

(1) Definition of Defective Product:

A defective product is defined as any product that has been damaged or compromised during manufacturing, shipping, or handling, and as a result, is no longer fit for its intended purpose. This includes products with unsealed or ripped bags, contaminated units, or other defects that hinder the usability of the product. Products that have already been opened by the customer are not eligible for DIF.

(2) Procedure for Identifying Defective Products:

Customers who believe they have received a defective product must submit a photo or video of the product to the seller. The seller will review the photo or video and confirm whether the product is indeed defective.

(3) Coordination with Vendor:

If seller confirms that the product is defective, seller will forward the photo or video to their vendor. The vendor will then credit seller the defective unit's value. The seller then either replaces the customer's unit, or coordinates with the seller's vendor to arrange for a replacement unit to be sent to the customer.

(4) DIF Process:

The customer must then dispose of the defective product in an outdoor trash receptacle, and must not open the defective unit further. The customer should take care to ensure that the product is properly contained and disposed of to prevent any potential hazards.