



Online Purchase Information

Revised December 2022

This Online Purchase Information governs purchases made through the sar-gel.com site for sales of Sar-Gel® Water Indicating Paste. This site processes credit card shipments to commercial addresses in the U.S. only. Arkema does not ship Sar-Gel® Water Indicating Paste to any residential addresses.

Contact Us

For product or online order-related inquiries, please contact Customer Service at 610-363-4100 or 800-727-8663. Please note we are available Monday through Friday from 8 AM to 4:45 PM (Eastern Standard Time), excluding holidays.

Returns

All returns must be approved in advance and include a return material authorization number provided by Arkema's Customer Service. We reserve the right to refuse the return of any merchandise that does not meet the return requirements at Arkema's sole discretion.

For online purchases, Arkema will accept merchandise in its original condition for a refund upon confirmation of proof of purchase. We will not accept merchandise that has been opened, used, altered or damaged. Only full, complete boxes (12 unopened tubes per box) and cases (12 boxes per case) with unopened product are valid for return and credit. A 25% restock fee will apply to all returns made within six months of the purchase date. Provided that the lot is still sellable, a 50% restock will apply to returns made more than six months from purchase date. No credit or return will apply if the product is not sellable.

Returns will be processed within five to seven business days of receipt. Refunds may only be issued in the same form as was utilized for payment. Please note that shipping costs will not be subject to refund. We recommend shipping returned merchandise via UPS or insured parcel post for tracking purposes and that the customer request adequate insurance to cover the purchase price of the shipment. Arkema will not assume responsibility for reimbursement or compensation in the event that return packages are lost, stolen, or mishandled.

Shipping and Delivery

For security reasons, Arkema online purchases will require an adult signature upon delivery. In addition, purchases may not be shipped to P.O. boxes or APO/FPO addresses, which are not available through UPS. All purchases are shipped via UPS or Fed Ex. To estimate the total delivery time for your purchase, please allow one to two business days to process your order for shipment, in addition to the time indicated by your preferred shipping method (i.e., UPS next day, second-day, ground). Orders are processed and delivered Monday through Friday, excluding holidays. Arkema cannot be responsible for unanticipated delays.

Tracking

To ensure the security of your delivery, we do not provide tracking numbers, but maintain a tracking number for each delivery. If you are not completely satisfied or if there is a discrepancy with your order, please retain all documentation and packaging and contact us immediately by calling 610-363-4100 or 800-727-8663.

Changes/Cancellations

If you wish to cancel or modify your order, please call us as soon as possible at 610-363-4100 or 800-727-8663. We will make every effort to accommodate your request. However, once an order has been submitted we cannot guarantee the purchase can be cancelled or modified. Once you have received your online order, please refer to our return instructions included with your shipment.

Product Availability

The sole product available for purchase online directly from Arkema is Sar-Gel® Water Indicating Paste. Product is subject to availability; and we reserve the right to limit the quantity of products we supply; supply only part of an order or to divide up orders. We will inform you if we are unable to fill your order.

Pricing

Prices displayed on the Arkema web site are quoted in U.S. dollars. While we try to ensure that all prices on our web site are accurate, errors may occur. If we discover an error in the price of the merchandise you have ordered, we will give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you, we will treat the order as cancelled. Title to products you order on this web site and risk of loss or damage to products, passes to you upon delivery, provided that we have received payment in full for the products.

Payment

Arkema accepts the following forms of payment for online purchases made on sar-gel.com:

- Visa
- Mastercard
- American Express

The transaction will be charged at the time of order placement. Orders will be processed within three to five business days of receipt.

Terms and Conditions of Sale

On-line sales of Sar-Gel® Water Indicating Paste are governed by the Standard Terms and Conditions of Sale of Arkema Inc., which are published on our web site. Arkema Inc. rejects any and all other contradictory or additional terms or conditions.

Errors and Inaccuracies

Our goal is to provide complete, accurate, and up-to-date information on our web site. Unfortunately, it is not possible to ensure that any web site is completely free of human or technological errors. This web site may contain typographical mistakes, inaccuracies, or omissions, some of which may relate to pricing and availability, and product information. We reserve the right to correct any errors, inaccuracies or omissions, including after an order has been submitted and to change or update information at any time without prior notice.