



## Return Goods Policy; Effective January 1, 2019

Requests to return product requires the item number, lot number, quantity, Purchase Order number from original sale. Direct return requests to [TerumoCanadareturns@terumomedical.com](mailto:TerumoCanadareturns@terumomedical.com) or by calling Customer Care at 833-883-7866.

Returns will not be accepted without a Returns Good Authorization (RGA). Returned products must be sent freight prepaid to the location identified on the Return Goods Authorization form with a copy of the RGA in the shipment. Authorizations must be packed and shipped back **within 30 days** from authorized date.

### **CONDITIONS FOR RETURN REQUESTS:**

- Item is either defective or otherwise fails to perform in accordance with Terumo warranty; or was Terumo Error as defined below.
- Non-warranty Items older than 90 days from invoice date, will not be acceptable for a return and credit will not be issued.
- Non-warranty Items to be returned must be in the original unopened box/case quantity as the original purchase. Items with markings, tags or stickers are deemed unsellable and will not receive credit. Saleable condition is determined by Terumo Receiving Department.
- Credit will not be issued for non-warranty items with less than (9) months of shelf life remaining. Expired product is not returnable.
- For all returns other than a Terumo error, a 25% restocking fee will be charged. The Region Manager and/or Customer Care Manger have the authority to waive the restocking charge as circumstances warrant.

**Terumo error constitutes the following;** Damaged goods delivered, Short dated product < 9 months of shelf life, error made by TMC order placement, warehouse or a substandard item.