



# Return Policy

## TERMS:

BR Surgical will offer credit for:

- Unused/Unsterilized items,
- In the original packaging, and
- Requested within 30 calendar days from the date of invoice.
  - Hermann instruments (indicated by an "H" in the item number) will only be accepted 15 days from the date of invoice.

BR Surgical reserves the right to refuse a return per Management discretion.

## RESTOCKING FEES:

Re-stocking fees may apply on some items, and items where alterations have been made to the packaging.

Returns requested after 30 calendar days from the date of invoice MAY be authorized for return, but will be subject to a restocking fee.

- (0-30 days) No restocking fee
- (31-89 days) 15% restocking fee
- (90+ days) Management approval + additional fees

## RMA:

A **Return Merchandise Authorization** (RMA) will be needed prior to any returns being made. The RMA must be included **on the shipping label and inside the return box** along with the items.

Please fill out the online form at <http://brsurgical.com/cms/services/returns.html> to initiate the RMA process. Once an RMA has been issued, it is valid for 30 days, and the item(s) must be received in our warehouse within that timeframe.

## RETURN EXCEPTIONS:

**Special Orders:** NO RETURNS for special order items, custom-made items, items that BR Surgical does not ordinarily stock, or were made per customer design or custom requests. Please note items **not** featured in our catalog are considered special order items and are non-returnable.

**Etching:** NO RETURNS if items have been etched with customer logo and/or part number, and are returned for reasons other than quality issues or an error on the part of BR Surgical.

**Sterile:** NO RETURNS for items or kits sold as Sterile, regardless of its condition.

**Coated or Insulated Instruments:** NO RETURNS for ebonized (black coated) or insulated (blue LEEP/LLETZ) instruments.

**Equipment:** NO RETURNS will be accepted on all equipment and its accessories (rigid and flexible endoscopes, cameras, light sources, sheaths, carts, monitors, chairs, cabinets, stroboscopes, microscopes, headlights, etc.).

## CREDIT:

A Credit Memo will be issued by BR Surgical once the item(s) has been received in our warehouse and processed by our staff. **All returns are subject to inspection before final approval of any credits.** This credit memo will be mailed to your company and may be used at your discretion when paying open invoices.

**Short paying of invoices will not be accepted.** If an invoice is short paid, the balance will remain open until a credit memo is issued against it.

Please feel free to contact us if you have any questions regarding this policy.

