

RETURN GOODS POLICY

**ALL RETURNS MUST COMPLY WITH THE FOLLOWING CRITERIA
ENCLOSE COMPLETED RETURN GOODS FORM WITH THE RETURN
YOU DO NOT NEED A RETURNED GOODS AUTHORIZATION NUMBER (RGA #)**

- Product must have been purchased from Suture Express in the past 12 months.
- Product must be in resalable condition; absent any marks, stickers, labels or damage which were not the responsibility of Suture Express or manufacturer.
- Product must be in the manufacturer's original packaging and outer shipping carton, including the manufacturer's corrugated box.
- Product must have a minimum of 18 months of remaining expiration dating as indicated by the date printed on the product.
- Custom products, special order products, manufacturer direct or drop ship only products, discontinued products and Proceed Mesh are not eligible for return.
- Freight and shipping costs are the responsibility of the customer.
- Suture Express will notify the customer if any products are not eligible for credit after inspecting the products and will, upon request, return the ineligible product to the customer.
- Returns will be valued for credit at the net purchase price of the products at the time of last purchase from Suture Express, less an 11% fee. The corresponding credit will be applied to the customer's account, as long as the customer's account is in good standing.
- The total value of returns within a calendar year must be less than 10% of the customer's total annual purchases from Suture Express.
- Suture Express' Return Goods Criteria generally reflects the return goods policies of our manufacturer partners. If/when those partners amend their return goods policies as they apply to Suture Express, we reserve the right to amend our criteria. We will notify the customer of any changes and related effective dates.