



Return Merchandise Authorization Form

To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to expedite your request, please complete all information requested below.

Return the completed form to info@ZepfSurgical.com or fax to (631) 472-3445. You will be notified with an RMA number if your return request has been approved. Shipping information for sending you return to Zepf Surgical will be provided once the RMA is issued.

Complete RMA details are described on Page 2 of this form.

Customer Information

Contact Name & Title:	
Business Name:	
Phone:	Fax:
Email:	

Product Information

Invoice No:
Date of Purchase:
Product, Lot Number(s) & Quantity:
Reason for Return or Description of Problem:



Product Returns

Customer may only return products, for credit, if Zepf Surgical Instruments has authorized that return via issuing an Return Merchandise Authorization (RMA). Product returns MUST be completed within 15 days of the issuance of the RMA to be eligible for full credit. If returned product is shipped after the 15 day expiration of the RMA, but the product is received in a saleable condition, Zepf Surgical Instruments reserves the right to refuse the return or charge additional restocking fees. All non-returnable products will be returned directly to the Customer, at Customer's expense, F.O.B. Shipping Point with a letter of explanation. All returns MUST include an RMA form with RMA# and the original invoice. An additional 5% surcharge will be applied for returns missing the original invoice. Restocking fees apply as follows:

- No restocking fee for returns within 30 days of the Original Ship Date
- 15% restocking fee for returns between 30 – 60 days from the Original Ship Date
- 25% restocking fee for returns between 60 – 90 days from the Original Ship Date

An RMA will not be issued and/or credit will not be given for the following:

- Returns over 90 days (not eligible for credit and will not be authorized or accepted)
- Products returned WITHOUT an RMA issued in the prior 15 days
- Products not purchased from Zepf Surgical Instruments or its Authorized Distributors
- Single use/disposable products (FINAL SALE)
- Specially sourced instruments
- Products returned in a condition that prevents resale. Examples include, but are not limited to:
 - × Products which have been used
 - × Made to order or custom instruments (Products not included as stocked inventory)
 - × Engraved, Etched or Color-coded instruments
 - × Product not in original packaging
 - × Product has been altered/modified (cleaned, lubricated, sterilized, etc.)

Please take care to package your return carefully. Zepf Surgical is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure of the product related to inappropriate packaging will result in additional charges or void of the return.

Signature: _____

By signing the RMA form, I agree to the terms and conditions set forth on this form.