



CUSTOMER RETURN POLICY

There are times when you may need to return a product or part back to Merits Health Products, Inc. Returns are limited to manufacturer defects, visible/concealed damaged items during shipping or wrong items shipped by Merits in error. You will have 30 days from date of delivery of any items to request a return. Please review the following steps to assure all returns are handled appropriately.

ALL RETURNS MUST BE AUTHORIZED BEFORE BEING RETURNED

ALL RETURNS ARE SUBJECT TO INSPECTION BEFORE ANY CREDIT IS GIVEN

DO NOT DISCARD THE ORIGINAL BOX OR PACKING MATERIALS

To start the return process, call Merits Health Products, Inc. to get a Return Authorization (RA)

Merits Health Products 1-800-963-7487

Merits issues a Return Authorization based on the specific serial number of a product or part. Only the product or part with an approved serial number will be accepted when returned. All other items will be sent back to the customer at the customer's expense.

PACKAGING YOUR RETURN

- Items being returned must be packed in the same box for which they were originally received.
- Only the authorized item may be returned in the box. Do not include any other items in the box except the original item.
- Include the proper packing materials to avoid damage during shipping, i.e. bubble wrap, Styrofoam.
- Tape the box closed securely with packing tape.
- Remove or cover old shipping tags to avoid the package being lost or delayed in delivery.

SHIPPING YOUR RETURN

- Remove the **CALL TAG** and place it on the box. You should find this included with the packing list attached to the original box and packaging materials. Then contact UPS for a pick up. The
- If you do not have a CALL TAG or your return requires a BILL OF LADING (BOL), contact Merits and request to speak with Cari (ext. 263). A CALL TAG or BOL may be issued the following morning.
- If your return requires a **BILL OF LADING (BOL)**:
 - The BOL will be faxed/e-mailed to the freight company, your company and the Local Hub to request a pick up during your business hours.
 - Once the BOL is issued, the freight company will schedule the pickup.
- Someone from your company will need to be available for the pick-up
- A Call Tag or Bill of Lading does not guarantee shipping cost will be paid by Merits. Shipping cost will be applied based on the circumstances requiring the return.
- Your **pickup should be done within 24-48 hours**. If not, you should call the freight company to ask when they will schedule the pickup. Let them know Merits requested a pick up from your location. Make certain the pickup has been scheduled.
- The freight company will make **three (3) attempts to pick up** the package. After three (3) attempts, you will be responsible for the cost of shipping the package back to Merits Health Products.
- Should you encounter any problems with your pick up, please call or e-mail the Merits RA Reps.
 - Cari Dovico (ext. 263) or Cdovico@meritshealth.com



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FREIGHT DAMAGE CLAIMS

- All shipments must be checked for shortages and discrepancies must be noted on the delivery ticket.
- The Customer must sign the delivery ticket and indicate any shortage or damages.
- The Customer should contact Merits at the phone number above to report a shipment was received damaged.
- Be prepared to explain to the Logistics Department any pertinent information regarding the damage. You will also be given instructions regarding return of damaged freight if necessary.
- The freight company will be notified immediately of the damaged shipment. Should they request to inspect the damages prior to returning the item to Merits arrangements will be made with the carrier and your company to perform this inspection
- If no inspection is required, a CALL TAG or BILL OF LADING will be issued for the return of the item.
- The item will be inspected by Merits upon return. Please see "UPON RECEIPT OF RETURN" below.

BATTERY WARRANTY

Merits batteries, U1 or higher, that are included with our products have a (1) year replacement warranty. The battery will be replaced for free from the date it shipped from Merits. Smaller size batteries, 12 AH or 18 AH, have a 6-month warranty.

- 12 AH, 18 AH – 6 month warranty
- U1, 22NF, Group 24 – 1 year warranty

MK batteries, 18 AH or higher, purchased from Merits have a (1) year replacement warranty. The battery will be replaced for free from the date it shipped from MK battery. Smaller size batteries have a 6-month warranty.

- 12 AH – 6 month warranty
- 18 AH, U1, 22NF, Group 24 – 1 year warranty

UPON RECEIPT OF RETURN

- Credit will only be issued for the product or part authorized to be returned to Merits.
- Upon a return inspection, if items are acceptable, a credit will be issued to the customer within 30-days.
- For returns due to cancellation after shipping, refusal of the delivery, customer ordered in error, and/or did not want, the customer will be responsible for a 20% restock fee and the cost of shipping to deliver the item back to Merits.
- If the serial number on the product or part is not the authorized serial number, the item will be shipped back to the customer at the customer's expense.
- If the authorized product or part being replaced is not returned to Merits within 15 days from the authorization date of the RMA number, the customer will be responsible for any late fees incurred after the 15-day period.

***Late Payment Policy:**

Late payment fees are calculated based on the payment terms of the customers invoice. To calculate the payment due date for the invoice; add the payment terms to the date on the invoice. The late fee rate is 1.5% monthly, 18% annual interest. Late payment fees will begin to accrue the day after the invoice payment is due.

If for any reason you need to return the product or part and would like clarification of this Return Policy, please call Merits to speak with a Customer Service Representative. Merits Health Products, Inc. reserves the right to make changes to this policy when and wherever necessary.