

Returned Goods Policy:

1. Any Product received back without a Return Goods Authorization (“RGA”) number will be denied and returned to the Participating Member. Products that show significant clinical use or damage, as determined by Seller, will be returned to the Participating Member without refund.
2. Only Products purchased within the previous thirty (30) calendar days of the delivery date are eligible for returns, and are subjected to the following restock fees:
 - 15%: Returned Products that are in new & unused condition, and that include original box/package materials/accessories/etc.
 - 25%: Returned Products that have been opened, installed, used, and are missing original box/package materials/accessories/etc.
 - Incremental Deductions: Returned Products that are received damaged, and with missing accessories/components will be subjected to additional deductions based on the condition of the returned equipment.

RGA Request (Returns Good Authorization)

If the conditions above are met please contact Seller to submit a Return Goods Authorization (“RGA”) Approval Form, via telephone at 858-750-3066, or by email at sales@edannorthamerica.com. To complete the RGA Approval form you will need the following information:

- i. Equipment Serial Number, PO Reference, Invoice
- ii. Confirmation of boxes/packages to be returned

Upon successful completion of the RGA Approval form, the RGA Cover Letter will be provided for the return of the material goods.

Products shipped in error by Seller will not be subject to any return freight cost or restocking fees. The customer is responsible for inbound shipping arrangements, tracking number must be reported within 24 hours of shipping product.

Replacements will be provided in the event of “Out of Box Failure” (OBF). Release of OBF will first require inspection and processing by the Edan Diagnostics Service Team.