

Getinge USA Sales, LLC Returned Goods Policy

Disposable / Implantable and Single Use Products and Spare Parts:

All Product returns require prior approval and a Returned Goods Authorization (RGA) number from the Seller's (Getinge) Customer Service department (see contact numbers below). Getinge will not authorize or accept returns of expired Product for exchange or credit, and a minimum remaining shelf life of 210 days is required prior to return. For any product sold with less than 210 days of shelf life, GETINGE US Sales, LLC may accept returns providing the product is returned within thirty (30) days from date of original purchase. In addition, Product must have been transported and stored in an environment in accordance with its labeling and any other marked requirements.

Unless due to a warranty issue, recall or other Getinge error, all returned Products must be in an unopened and unaltered original Getinge package and must be returned within thirty (30) days from date of original purchase, and Getinge reserves the right to charge a restocking fee for such return. In addition, unless due to a warranty issue, recall or other Getinge error:

- Electro-static sensitive device Products will not be accepted for return and will not qualify for a credit or exchange if the electro-static sensitive device Product packaging has been opened, broken or otherwise disturbed in any manner.
- Product that has been opened, damaged, written/marked on or tampered/adulterated is not returnable for credit or exchange.
- Products manufactured as SPECIAL or CUSTOM products and any items marked with Hazardous or Biological Indicators are not returnable for credit or exchange.

All Products must be returned to Getinge freight prepaid (unless due to a warranty issue, recall or other Getinge error), and accompanied by a copy of the original Getinge invoice or packing slip with the RGA number clearly marked on the packing slip and on the return label. Products returned without an RGA number will not be considered a valid return eligible for credit or exchange, and will not be returned to Buyer. After sixty (60) days from issue date, any open RGAs will be cancelled and Product will no longer be eligible for return, or for credit or exchange.

Hardware Products and Hardware Product Accessories:

In addition to the above requirements, unless due to a warranty issue, recall or other Getinge error, Hardware Products and Hardware Product accessories are subject to a minimum restocking fee of 25%, and any such Product not returned within thirty (30) days of the RGA issue date is subject to an additional 2% restocking fee for each 30 day period (or part thereof) past the initial 30 days. Fee will be adjusted to reflect actual date of receipt of returned Hardware Products by Getinge. After sixty (60) days from issue date, any open RGAs will be cancelled and Product will no longer be eligible for return or credit.

Hardware that has been installed and used on a patient may not be returned for credit.

To Request Authorization for a Product Return:

- Contact Getinge Customer Service for a RGA number at **(888) 9GETUSA / (888) 943-8872**
- Provide reason for return, item number, quantity, lot or serial number if applicable, purchase order number and Getinge invoice number and date.
- When returning, clearly indicate the RGA number on your packing slip and return label. Do not mark, label or write on the Product packaging

Approved Returns should be sent to the address provided in the RGA

Shipping Damage:

Although Getinge takes special care in the handling, packing and shipping of its Products, damage may occur during transit. Getinge suggests that all Product deliveries be inspected for shipping damage upon arrival. Any shipping damage should be noted on the carrier's bill of lading at the time of receipt and reported to delivering carrier, or reported to Buyer's parcel carrier (when utilizing Buyer's parcel freight account).