



888-463-5803
orders@ortho-circle.com
6602 Abercorn Street, Suite 200
Savannah, GA 31405

Exclusive Supplier for



Komet Medical

Return Policy

Authorization: All returns must be authorized by OrthoCircle's Operations Department prior to receipt. Upon obtaining an authorization, OrthoCircle will advise Purchaser as to the shipping method for returning Product. Authorization will only be valid for 30 days. All Product returned for reasons other than damage/shipping error, must be returned within 30 days of purchase. A Return Material Authorization ("RMA") form and number will be sent to Purchaser to include with any return. All RMAs must be included in return shipment packaging. This policy applies to all customers unless superseded by a separate written agreement between OrthoCircle and Purchaser that includes specific return goods terms and conditions.

Return Procedure: Each claim must include:

- Purchaser name & address
- PO Number
- Invoice number
- Date of receipt
- Product code, lot number & quantity
- Reason for return

After obtaining an RMA to include with your return, Products must be sent to:

OrthoCircle
6602 Abercorn Street, Suite 200
Savannah, GA 31405

OrthoCircle will authorize the return of all Products in salable condition with the following exceptions:

- Products returned in defaced, opened, damaged or other than original packaging
- Products purchased more than 30 days prior to return request
- Products with an expiration less than 90 days

In the event of a return, all Products returned for any reason other than a damage or shipping/picking error will be subject to a minimum 25% restocking fee.

Damages or Shortages: In order to minimize any delay in resolving a damage or shortage claim, all claims must be reported within 3 business days of receipt. Damaged Product must remain in the original packing for inspection upon return. All shortages will be subject to a cycle count prior to issuing additional Product in order to verify inventory levels. In the event of a shortage, OrthoCircle will make arrangements to provide the missing Product at OrthoCircle's shipping expense based on the customer's desired shipping method.

Products Shipped in Error: Customer must notify OrthoCircle within 3 business days of receipt. Any Product shipped in error is fully returnable at OrthoCircle's expense for full credit/exchange, provided that such returns are made within 30 days of receipt.

Defective Product: Defective product, properly noted damaged product and returns that are the result of a OrthoCircle error may be returned at OrthoCircle's expense and for a full credit, subject to the other provisions of this policy.