

MEDLINE RETURN GOODS POLICY



This Policy applies to all customers and transactions, unless superseded by a signed written agreement including specific returned goods terms and conditions. We reserve the right to reject any return that does not comply with the terms of this Policy.

Returns of non-Medline brand items and “vendor directs” are subject to the terms and conditions of the manufacturer and may incur additional charges such as restocking or freight, based on the manufacturer’s policy. These charges will be deducted from the credit when issued.

Custom Items, Patient Home Direct, Kaumographed, Embroidered and/or Altered Textiles or Made to Order items can not be returned. Product may be returned for any item that has been shipped in error or found to be defective. Damaged items will require the appropriate inspection and/or documentation that would allow Medline to file the appropriate claim with the carrier. (All other returns may be subject to a restocking fee as listed below).

All returns require a Returned Goods Authorization (RGA). Goods received without prior authorization will be subject to review and credit may be denied. You may obtain an RGA by calling Medline’s Return Goods Department at 1-800-307-8386. An RGA Number is valid for 60 days after issuance. All efforts will be made to assist you in meeting the 60 day requirement. Should you decide to keep your product after obtaining your RGA authorization, please advise us by calling the number listed above. We will gladly cancel your authorization.

Returns may be rejected due to the physical condition of the items received in our warehouse or our vendor’s warehouse. When returning product that is not defective, damaged, or a Medline shipping error, the following terms and conditions apply, (a) items must be received in unopened cases with original packaging in tact, (b) items with “piggyback labels” will not be accepted (these fall into the made to order category), (c) the expiration date on all nutrients have a shelf life of not less than six months from date received in our warehouse, (d) expired items may not be returned, and (e) items not in salable condition due to improper storage, spoilage, or damaged packaging are not returnable. Returns that are not for defect, damage or error will be subject to the following restocking amounts, based on the date of the original invoice:

<u>Return from Date of Invoice</u>	<u>Re-Stocking Fee as a % of the Invoice Amount</u>
0 - 30 days	5% + Freight
31 - 60 days	10% + Freight
61 - 120 days	20% + Freight
121 - 180 days	30% + Freight
6 months or greater	not returnable

Should you need assistance in scheduling a pick up, we can provide you with the appropriate Call Tags or Bill of Lading. Your RGA authorization will be provided with instructions on contacting the carrier, costs relating to freight and/or restocking fees as applicable. These fees will be deducted from the credit issued. All quality issues, damaged product or returns that are the result of a Medline error, will be returned at Medline’s expense.