



SCM USA Return Goods Policy

Return Policy Summary

We reserve the right to reject any return that does not comply with the terms of this Policy. If the return is a customer error, please call **941-529-7178** to assist with setting up the return. No returns will be accepted after 90 days. The customer will be responsible for return freight.

If you receive an item that is damaged or defective, please call our Customer Service team at **941-529-7178** to proceed with your return.

Customer Service is available Monday through Friday - 8:00 am to 5:00 pm EST.

Returns may be rejected because of the physical condition of the items. Specifically: (a) only items in full, complete, and unopened cases with original packaging are returnable, and (b) items otherwise in an unsalable condition due to improper storage or damaged packaging are not returnable.

Customers will not be charged freight on returns resulting from Smart Choice Medical USA, LLC error, defect, or damage. In all other situations (e.g., a discretionary return on your part), the Customer will be responsible for pre-paying freight charges unless Smart Choice Medical USA, LLC issues call tags or a bill of lading. (Freight charges, if any, will be deducted from the credit amount).

Authorization

All returns must be authorized by **Smart Choice Medical USA, LLC** prior to receipt. The product must be returned within 90 days of purchase. Authorizations are valid for 30 days. Return goods authorizations (RGAs) may be arranged by phoning Customer Service or contacting a **Smart Choice Medical USA, LLC** sales representative. Unauthorized returns may be returned to the customer at the customer's expense, destroyed by **Smart Choice Medical USA, LLC** by discretion, or subject to additional charges without credit being issued to the customer. This policy applies to all customers unless superseded by a separate written agreement that includes specific terms and conditions of return goods.

Return Procedure



After obtaining an RGA, each return must include the following information:

- Customer's name, address, and account number.
- RGA number.
- Original **Smart Choice Medical USA, LLC** order/invoice number.
- Lot number and expiration dates where applicable.

Return Policy

Defective products are returnable with prior authorization. Non-defective products may be returned, provided the customer has obtained prior authorization from **Smart Choice Medical USA, LLC** if such products are in salable condition and suitable for restocking. Freight and restocking may apply as noted in the Restocking Fee Scheduled listed below. The product must be returned within **30 days of receipt**.

The following conditions will not be considered for return.

- Products purchased more than 30 days prior to return request.
- Products considered hazardous materials.
- Special or custom products made to customer specifications or sold as non-returnable.
- Products returned in altered or damaged packaging or packaging other than original packaging.
- Refrigerated items.
- Packs broken, breached, or damaged.
- Items in unsalable units of measure where the product cannot be resold.
- Returns prohibited by state law*.
- Products with less than three months shelf life remaining based on expiration dates.
- Third-party vendor products that require a vendor return authorization are subject to the vendor's return policy and applicable fees.
- Issuance of an RGA number does not guarantee credit. Credit issuance is dependent on confirmed receipt/review of returned products and is subject to the other terms of this policy.

****Each state has individual laws; all returns are subject to the approval of Smart Choice Medical USA, LLC Regulatory Affairs.***



Damages or Shortages

To minimize any delay in resolving a damage or shortage claim, the customer is required to count all receipts prior to the customer's acceptance of delivery from the carrier. All damages or shortages must be noted on the carrier's freight bill or bill of lading and be countersigned by the customer. The damaged products must remain in the original carton in the event inspection is required by the transportation company. The customer must notify **Smart Choice Medical USA, LLC** of any damages in transit or product shortages within **two (2) business days of receipt**, or **Smart Choice Medical USA, LLC** shall have no obligation to process credit or arrange for product replacement. Contact **Smart Choice Medical USA, LLC** Customer Service at **(941) 529-7178** or email orders@scmedusa.com. A **Smart Choice Medical USA, LLC** representative will respond.

Products Shipped in Error by Smart Choice Medical USA, LLC

The customer must notify **Smart Choice Medical USA, LLC** of any shipping errors or disputes within **two (2) business days of receipt**. Products shipped in error by **Smart Choice Medical USA, LLC** are freely returnable for full credit, provided that such returns are returned within **thirty (30) days of receipt**.

Defective product

Defective products, properly noted damaged products, and returns resulting from a **Smart Choice Medical USA, LLC** error may be returned at **Smart Choice Medical USA, LLC's** expense and for a full credit, subject to the other provisions of this policy.

Restocking Fee Schedule

Return from Date of Invoice	Re-stocking fee Percentage
0 – 30 Days	20% / \$25 minimum + Freight

Greater than 30 days not returnable unless expressly approved prior to receipt – contact your **Smart Choice Medical USA, LLC** representative for additional information.