

## **Celleration Returned Goods Policy**

**This policy covers the return of Celleration products including disposable applicators, MIST Therapy® Systems, and UltraMIST™ Systems.**

### **Disposable Applicator Return Process:**

To obtain credit, customers must obtain a Returned Goods Authorization number (RGA) from Celleration's Customer Service Department (1-866-307-6478). Celleration will accept product that meets the following criteria:

1. Celleration is notified of product return within 30 days of customer product receipt.
2. The product is unopened and undamaged in the original packaging.
3. The product has not been exposed to resident / patient's room or residence.
4. Product is received at Celleration within 30 days from issued RGA number.
5. The RGA number is clearly written on the outside packaging.

### **MIST Therapy® System Return Process:**

To return a MIST System, customers must obtain a Returned Goods Authorization number (RGA) from Celleration's Customer Service Department (1-866-307-6478). Systems must be returned in proper packaging with the RGA number written on the shipping label. If a System is being returned for repair, customer must receive direction from Customer Service on the return prior to shipment back to Celleration.

### **Restocking Charges:**

Celleration charges a 25% re-stocking fee on returned product. There is no restocking charge for product returned due to Celleration's error of item or quantity shipped or for warranty repairs provided customer follows Celleration's returned goods authorization process (RGA).

### **Damaged / Defective Shipments:**

Although Celleration packages orders with great care, damages in shipping may still occur. Shipments should be inspected upon receipt. If Celleration product is damaged upon customer inspection, customer should report the damage immediately to driver (if possible) and to Celleration Customer Service at 1-866-307-6478. Customer Service will document the damage and issue a Returned Goods Authorization number (RGA) to facilitate return of the product and to initiate immediate shipment of replacement product, if necessary.

### **Refused Shipments:**

If customer refuses delivery on an order after the order has shipped from Celleration, return shipping charges and a 25% restocking fee will be deducted from any amount refunded to the customer.

### **Shipping Charges:**

Celleration will not refund shipping charges unless the return is due to Celleration's error in item or quantity. Celleration is not responsible for shipping damages for product returns. All authorized returned goods must be shipped freight prepaid by customer. Celleration will pay for freight on returned product that was shipped to the customer in error, if it is returned to Celleration within 30 days of delivery.

### **Out of Stock Items:**

Occasionally, some Celleration items may be out of stock and on back-order status. Celleration will process and ship partial orders. Customers will be charged for items shipped, plus the shipping charges. Celleration will normally contact customers when this situation occurs. When the backordered item(s) are in stock, Celleration will ship to customer immediately, billing the remaining product at that time. If an item has been discontinued and is no longer available, Celleration will cancel that item from the order and contact the customer.