

Return Authorization

Aspen authorization is required for all product returns. Please contact Aspen's customer service department at (888) 364-7004 or CustomerService@aspensurgical.com to receive a Return Material Authorization (RMA) number and return instructions. Product returns must be completed within 15 days of the issuance of the RMA to be eligible.

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

- Customer's name, address, and account number.
- RMA number.
- Original PO number and/or original Aspen order number.

Product must be returned to the Aspen facility identified in the RMA.

A product may be returned only if the product is: a) in current production (i.e. not discontinued); b) unused, unopened and in the original packaging and purchase unit of measure; and c) returned within 90 days of the date on which it was shipped.

Customer is responsible for return shipping costs and a restocking fee in the amount of 15% of the net purchase price of the product. All non-returnable products will be returned directly to the customer, at the customer's expense, F.O.B. shipping point with a letter of explanation. Aspen will issue credit (net of any applicable restocking fee) to Customer's account upon inspection and verification of the condition of the returned product.

Restocking Fees

Time Period	Fee
0 – 30 days	No Fee
30 – 90 days	15%

Products may also be returned at Aspen's expense for 100% credit if Customer determines in good faith and notifies Aspen within 60 days that: a) Aspen erred in order fulfillment or shipping; or b) the product is outdated or expired upon delivery.

Quality issues should be directed to Aspen's customer service department, where a quality complaint will be opened and investigated by Aspen. Any returns, replacements or refunds due to defects in material and workmanship will be subject to Aspen's standard product warranty.

Returns and other credits will expire 36 months from the date of issuance.

Goods NOT Eligible for Return

Products that are not restockable by Aspen are not eligible for return unless the product is defective per warranty, or return is due to Aspen error. Products that are not restockable include the following:

- Private labeled or custom products
- Products that have been discontinued or changed
- Products have been lubricated, cleaned, washed, or sterilized
- Partial Kits
- Expired products or products outside minimum dating requirements

*This policy is subject to change without notice by Aspen Surgical. The acceptance of any return is at the sole discretion of Aspen. This policy applies to all Customers unless superseded by a separate written agreement that includes specific return goods terms and conditions.