

MedDev Eyelid Closure Products

RETURN POLICY 01/18

Gold Eyelid Implant

ThinProfile Gold (Cat. # LL4006-LL4016)
Contour Gold (Cat. # LL3006-LL3018)

Platinum Eyelid Implant

ThinProfile Platinum (Cat. # LL6006-LL6018)
Contour Platinum (Cat. # LL5006-LL5018)

GENERAL POLICY

All returned MedDev eyelid implants must first receive prior approval and a Return Goods Authorization (RGA) issued by MedDev. See instructions for returns. A restocking charge will be assessed to the customer (see table). **No Return Goods Authorization (RGA) will be issued after 60 days from the original invoice date.** Authorized returns (issued an RGA) must be received back to MedDev within three weeks from the RGA issue date. An RGA received after three weeks will void the RGA and be returned back to the shipper at the shipper's expense. MedDev will not accept for return opened, wet, crushed or otherwise tampered with boxes. All returns must retain their original factory seal.

<u>Days from Original Invoice Date</u>	<u>Return Credit Amount</u>
0-30 Days	Full credit minus 15% restock charge (excludes shipping charges)
31-60 Days	Full credit minus 30% restock charge (excludes shipping charges)
>60 Days	No credit given

NON-RETURNABLE PRODUCTS

The following MedDev products are not returnable: all Special Size Eyelid Implants (2.0 to 2.8g), Custom Eyelid Implants, all External Eyelid Weights and Tantalum Sizing Eyelid Weights.

RETURN INSTRUCTIONS

Part A – Authorization

A Returned Goods Authorization (RGA) number must be obtained prior to any return for credit. An RGA number can be obtained by calling MedDev Customer Service at 800.543.2789 (M-F 8:30 am – 5:00 pm PST). The RGA number must appear on the outside shipping label of the return.

Part B – Packaging

Authorized returns (returns issued a MedDev RGA number) are to be packaged as follows:

1. Protect implant by placing in a sturdy shipping box only (soft mailers/envelopes not acceptable). Crushed or otherwise damaged returned implant boxes will void refund of credit.
2. Ship implant to MedDev prepaid.
3. Insure the package for full value (MedDev is not responsible for lost or damaged packages).
4. Clearly indicate the RGA number on the outside shipping label of the return.

MedDev
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