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RETURN POLICY

Defective products within the Warranty Period can be returned with prior authorization. Products with unconfirmed Warranty claims, as reasonably determined by Microline Surgical, will be returned to customer at customer's expense.

Customer may return products due to order and shipping errors with prior authorization provided product is in original undamaged sealed containers, suitable for restocking. Products returned due to customer error will have a 10% restocking fee, if returned within 30 days of delivery. Microline Surgical will not accept returns based on order or shipping errors after 30 days. Products shipped due to MSI error will not have a restocking fee provided Microline Surgical is contacted within 10 days and product is returned within 30 days.

All returns under this Return Policy must be authorized by Microline Surgical, via a Return Material Authorization (RMA) number assigned by the Microline Surgical Customer Service department. Customer Service can be contacted at 1-978-922-9810 or customerservice@microlinesurgical.com. Unauthorized returns may be subject to additional customer expense in addition to product being returned at Customer's expense.

In the event that this Return Policy conflicts with a written agreement between Microline Surgical and a customer, the terms of the agreement shall govern.