

Returned Goods Policy

Goods will be accepted for return for the following reasons:

- If shipment was made without customer's authorization or order
- If incorrect items were shipped
- If defective items were shipped

To return goods, contact **Customer Service at 800-707-7625** for an RMA (Returned Materials Authorization) number.

Please have the following information available before the call:

- Reason you wish to return the goods
- Quantity, description, part number, lot number of the goods
- Date of receipt of order
- Customer Purchase Order and Rocket Medical Invoice number

Full credit will be given to the customer for an item returned due to a processing error by Rocket Medical. No credit will be given for an item returned unsuitable for restocking. The following restocking charges and terms will apply:

- 20% within 90 days from date of shipment
- Any markings on packaging will void return authorization
- Goods must be returned unused, full box quantity, in the original carton, and in marketable condition
- No return after 90 days

For convenience, a UPS pick-up will be issued. Or all packages maybe returned with an RMA to: Packages without a return authorization number will not be accepted.

Return address:

Rocket Medical
RMA #
150 Recreation Park Drive – Unit 3
Hingham, MA 02043

