



## RETURN GOODS POLICY

Effective June 1, 2018

All merchandise returned to Katena must be carefully packaged (with RMA# on label) and shipped prepaid and insured to our 4 Stewart Court, Denville, New Jersey 07834 address. Prior to shipment, all returned merchandise must be pre-authorized by customer service. To obtain a Return Materials Authorization number (RMA#) and form, either complete our Return Request form online or contact customer service (800-225-1195). The RMA# must be clearly marked on the outer shipping package and a completed, printed copy of the RMA form included in the box for acceptance by our receiving department. Once received, all merchandise will then be evaluated for credit under the following terms and conditions:

### **INSTRUMENTS**

- Full credit will be issued for merchandise returned within 30 days after the date of invoice provided it is received in perfect condition and in its original packaging.
- A 15% restocking fee will be applied to all merchandise returned 30-60 days after the date of shipment provided that it is received in perfect condition and in its original packaging.
- Anything outside of these parameters will be evaluated for acceptance or rejection and/or restocking fees.
- Returns after 60 days are not acceptable for credit.

### **FOR BIOLOGICS AND STERILE PRODUCTS**

- Biologic and sterile products must be returned within 30 days after the date of shipment unopened, undamaged and in original packaging.
- Biologics products are not acceptable for credit beyond 30 days of invoice date.
- To maintain viability, all biologics products must be returned using 2-day shipping or faster and packaged in a sturdy box. Products returned slower than a 2-day shipping will not be accepted for credit.

*The following items cannot be accepted for credit excluding any error made by Katena: Custom made, discontinued, damaged, abused or etched products*