



### **Authorization**

All returns must be authorized by Centicare Corp. prior to receipt. Product must be returned within 30 days of purchase. Authorizations are valid for 30 days. Return merchandise authorizations (RMAs) may be arranged either phoning Customer Service at 1-800-433-0348 or by contacting us via email at [info@centicare.com](mailto:info@centicare.com).

### **Return Procedure**

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

- *Contact's name, address and account number.*
- *RMA number.*
- *Original PO number or original Centicare order number.*

Products are returnable with prior authorization, if such products are in salable condition and suitable for restocking. Freight and restocking may apply as noted in the Restocking Fee Scheduled listed below. Product must be returned within 30 days of receipt.

The following conditions will not be considered for return.

- Products purchased more than one months prior to return request.
- Special or custom products made to customer specifications or sold as non-returnable.

When possible, products to be returned in original packaging.

Issuance of an RMA number does not guarantee credit. Credit issuance is dependent on confirmed receipt/review of returned products and is subject to the other terms of this policy.

### **Damages or Shortages**

In an effort to minimize any delay in resolving a damage or shortage claim, customer is required to count all receipts prior to customer's acceptance of delivery from the carrier. All damages or shortages must be noted on the carrier's freight bill or bill of lading and be countersigned by the customer. The damaged products must remain in the original carton, in the event inspection is required by the transportation company. Customer must notify Centicare of any damages in transit or product shortages within two (2) business days of receipt, or Centicare shall have no obligation to process credit or arrange for product replacement. Contact Centicare Customer Service at 1-800-433-0348, or email us at [info@centicare.com](mailto:info@centicare.com) to report damages or shortages.

### **Products Shipped**

Customer must notify Centicare of any shipping errors or disputes within two (2) business days of receipt.

### **Defective product**

Please contact our Customer Service department at 1-800-433-0348 or via email at [info@centicare.com](mailto:info@centicare.com) to initiate a complaint. You will receive an acknowledgment within 24-48 hours via e-email.

The defective or damaged product(s) may be requested to be returned to Centicare at the time the complaint is initiated. A prepaid FedEx shipping label will be provided to you at Centicare's expense. If a picture/video of the defect or damaged product is available, please email to [info@centicare.com](mailto:info@centicare.com)



with the complaint number. Do not discard your product until further notice. When the picture is received, Centicare will assess and determine if a credit/replacement is applicable.

**Restocking Fee Schedule**

Return from Date of Invoice	Re-stocking fee Percentage
0 – 15 Days	10% / \$25 minimum
16 – 30 Days	20% / \$25 minimum
Greater than 30 days	- not returnable unless expressly approved.

**Shipping Terms and Options**

Shipping Terms are FOB Centicare Corp Dock; prepaid and added to the invoice. Centicare also allows you the option for 3rd Party Billing. Please provide preferred freight account number when placing order.