



## Product Return Policy; Effective August 1, 2021

**RETURN OF PRODUCTS.** Supplier agrees to accept the return of Products for replacement, refund or credit, at Supplier's election, under any of the following circumstances:

- (1) the Product is shipped in error;
- (2) the Product is delivered after the Product's expiration date;
- (3) the Product is received damaged, defective or nonconforming;
- (4) the Product is subject to a recall; or
- (5) the Product is one which Supplier specifically authorizes for return.

All requests to return Product should include the item number, lot number, quantity, and P.O. number from the purchase order from the original sale. Requests should be directed to Terumo Medical Corporation Customer Administration, [TMCreturns@terumomedical.com](mailto:TMCreturns@terumomedical.com). The toll free numbers are:

Telephone: 1-800-283-7866

Fax: 1-800-411-5870

**No return will be accepted without a Return Material Authorization ("RMA").** Returned Products must be sent freight pre-paid to the location identified on the approved Return Goods Authorization form with a copy of the RMA in the shipment. Authorizations must be packed and shipped back **within 30 days** from authorized date.

Items returned under number (5) above must be returned within three (3) months of purchase date, in original, unmarked, unopened cases and in saleable condition. Saleable condition is determined by Terumo Medical Corporation's Receiving Department in its reasonable discretion. Broken cases are not returnable. Short dated Products (less than nine (9) months of sterility) are not returnable. For all other returns, a 25% restocking fee will be charged. Supplier's National Sales Manager and/or Customer Administration Manager have the authority to waive this charge as circumstances warrant. No restocking fee will be charged and returns will be paid at Supplier's expense if the return is the result of Supplier's error.

**RETURN OF ANGIO-SEAL PRODUCTS.** In addition to the above terms and conditions, returns of Angio-Seal are also subject to the following terms and conditions:

1. Customer agrees that returns will not be granted for Angio-Seal Products that are received by Customer with less than three (3) months remaining months of shelf life; and
2. Customer agrees return requests must be received by Supplier within fourteen (14) days of Customer's receipt of the Product. All returns of the Product must be received by Terumo Medical Corporation's Receiving Department within seven (7) days of the approved RMA. All returns must be in two (2) unopened five (5)-count boxes (10 Products total) of the same lot with the original packaging, including refrozen ice packs to protect the temperature control of the Product. All returns should be sent via overnight delivery and returns are only accepted for delivery by Terumo Medical Corporation's Receiving Department Tuesday through Friday.



3. By initiating the Return of Goods process, customer attests that they have stored the Angio-Seal Product in conjunction with the Product storage requirements per the Instructions For Use. Typical room temperature should be adequate but shall not exceed 77° F.
4. Replacement packaging can be requested and provided at TMC's discretion.

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