



## ***RETURN AUTHORIZATION POLICY***

*Updated: 4/09/2012*

Thank you for choosing J&B Medical for your supply needs. We are committed to providing our clients with quality products at competitive prices backed by unmatched customer service.

This document is intended to aid you in returning goods that are listed on the attached return authorization form. You must receive a written authorization prior to any return. J&B Medical reserves the right to reject any return that does not comply with the terms herein.

***- Return Authorizations are required for all returns and can be obtained by calling J&B Medicals Customer Service Department at 800-980-0047. A return authorization is good for 15 business days from the time it was issued. Returns Authorizations will expire after this period. Goods without prior authorization will not be accepted for credit.***

- Delivery discrepancies, shortages and damage claims must be reported within two business days of receipt of order.

- Goods not purchased from J&B Medical cannot be returned.

- Goods received damaged or defective and goods shipped in error can be returned for a full credit, including any shipping charges.

- Non-stock, special order items are not returnable.

- Expired goods are not returnable.

- All vaccines are not returnable.

- Goods that can not be resold due to improper storage and packaging are not returnable.

- Some items may be subject to the terms and conditions of the manufacturer. (Vendor direct items)

- Returns that are not due to a J&B Medical error may be charged a restocking fee plus any shipping charges. Restocking fees and shipping charges will be deducted from the credit amount upon J&B Medical's receipt of the goods. If applicable the standard restocking fee will be 20% of the original invoice amount.

### **RETURN INSTRUCTIONS**

1. Call Customer Service to obtain a Return Authorization (800-980-0047). You will receive a Return Authorization via fax.
2. J&B Medical will schedule the pickup for you. The pickup will either be made by a J&B Medical delivery driver or FedEx. FedEx typically will arrive at your facility within 24-48 hours, from the time the pickup was scheduled.
3. Please package the goods for return in a manner in which the goods and their packaging will not be damaged by shipping labels, and or, shipping. ***Include a copy of the return authorization with the goods for return.***
4. Only goods listed on the Return Authorization can be returned for any form of credit.