

## United States

# Return Goods Policy

All returns of products purchased from Standard Bariatrics, Inc. ("SBI"), a Teleflex Incorporated company, must be authorized by SBI and made within 60 calendar days of the invoice date or for non-conforming or defective products, within the applicable warranty period and in accordance with all applicable warranty claim procedures. To request a return goods authorization (RGA), contact SBI Customer Service by phone at **513-620-7751** or by email at [orders@standardbariatrics.com](mailto:orders@standardbariatrics.com). RGA requests must include:

- Customer account number
- Customer purchase order number or SBI invoice number
- SBI product number and the quantity being returned
- SBI lot or serial numbers and, if applicable, expiration dates
- Reason for return

RGAs are valid for 60 calendar days from issuance date. All authorized returns must reference the assigned RGA number and be shipped freight prepaid by customer to the SBI location indicated in the RGA with confirmation that the product has been stored according to label storage conditions as applicable, except SBI will pay customer's reasonable documented shipping costs for authorized returns of (a) products shipped in error by SBI that are returned within 60 calendar days of the invoice date or (b) non-conforming or defective products that are returned within the applicable warranty period. Unauthorized returns may, at SBI's discretion, be returned to customer at customer's expense or destroyed by SBI, without credit being issued to customer.

### Eligible Returns and Credit

Subject to the other provisions of this policy, credit will be issued at the net purchase price for authorized returns of (a) products shipped in error by SBI that are returned within 60 calendar days of the invoice date or (b) non-conforming or defective products that are returned within the applicable warranty period. For all other authorized returns, credit will be issued at the net purchase price of the products minus a 30% restocking fee.

Credits for returned products are conditioned upon SBI's inspection and approval of the products upon receipt. If SBI determines, in its discretion, that any of the products are ineligible for return, customer will not receive a credit, even if an RGA was issued.

### Ineligible Returns

- Products damaged in transit. Carrier is responsible and should be contacted by customer.
- Products shipped in error by SBI that are returned more than 60 calendar days after the invoice date.
- Products in altered or damaged packaging or in packaging other than the original packaging.
- Products returned in a quantity less than SBI's original unit of sale.
- Products with less than six months shelf-life remaining based on expiration dates.
- Products that are opened, altered, abused, improperly stored or otherwise not in saleable condition.
- Products that are special order, private label or otherwise custom, or that are discontinued.
- Products modified or repaired by anyone other than an authorized SBI representative or further manufactured, packaged or processed.