

## **Cygnus Medical Return Terms and Conditions**

**All returns must be authorized with a completed RETURN GOODS AUTHORIZATION (RGA) FORM.** In the case of returning damaged/discrepant goods, **objective evidence (e.g. photos and supporting documents) must be provided and authorized prior to returning. Returns must be requested within 15 days upon receipt of the products. Upon receipt of an RGA number, the customer has 15 days to return the products.** Products must be returned in resalable condition and full quantity in order to receive credit. Returns requested by a customer are subject to a 25% re-stocking fee. **A copy of the RGA form must be enclosed with the return shipment, and the RGA number must be marked on each case. Credit will be based upon receipt, review of product, and approval.**

**CYGNUS MEDICAL:**

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