

RETURN POLICY

OrthogenRx®, Inc.
2005 South Easton Road, Suite 207
Doylestown, PA 18902

**Please Read Below for Specific Return
Contact Instructions. Instructions Vary by
Reason for Return**



AUTHORIZATION

Written authorization for all returns must be obtained from an OrthogenRx Customer Service representative at 267-753-6700. A Return Authorization with a designated Return Authorization Number (herein referred to as RA and RA# respectively) will be provided and must accompany the return.

FREIGHT

Authorized returns are to be shipped freight prepaid unless prior approval from OrthogenRx is granted.

ACCEPTABLE RETURNS

Credit is issued based upon the reason for the return, amount of return, and invoice price. The return will be subject to inspection of the returned product by OrthogenRx staff and personnel at the Designated OrthogenRx Warehouse address noted below.

All authorized returns must be returned within 15 days of the RA being issued to receive full credit at original purchase price.

All returns are subject to the following conditions:

- Products must be received in their original, unopened packaging.
- Products must be received in salable condition.
- Products must be accompanied by an issued RA which must also include a copy of the issued OrthogenRx invoice or, at a minimum, reference to the OrthogenRx invoice number, date of product purchase and reason for the return.
- Returns must have a return label placed in open area of package.

Please note that any missing, and/or incomplete paperwork will cause delays in the acceptance of the return and issuance of credit. If you are in question of any required paperwork, please contact an OrthogenRx customer service representative at 267-753-6700 prior to returning product.

DESIGNATED RETURN WAREHOUSE ADDRESS

All returns must be sent to the following address:

OrthogenRx, Inc.
Returns Department
501 Mason Road
La Vergne, TN 37086

PRODUCTS NOT ACCEPTED FOR RETURN

All customers, distributors, wholesalers, and affiliates thereof (collectively Client) understand and agree that the following products cannot be returned, and credit will not be given:

- Expired products
- Used products
- Products in unsalable condition
- Opened products, unless damaged or defective
- Products that are not in original packaging – standard selling unit-of-measure (full unopened cases) unless damaged or defective.
- Unreported damaged products
- Products not purchased directly from OrthogenRx
- Products purchased over 90 days before return request
- Products for which no “return authorization” has been given
- Products ordered in error by client

PRODUCTS ACCEPTED FOR RETURN

- Visible damaged & defective product at time of receipt from carrier
- Concealed damage & defective product post receipt of carrier
- Shipping overages

Damaged & Defective Products can be visibly noticeable upon receipt of product at client site or concealed and not identifiable until product packaging is opened.

Visible damage and defective product at time of receipt of carrier – In the event product damages or defects occurred during, or resulting from OrthogenRx packing and loading, and is visibly noticeable upon arrival at client’s site, client must do the following or risk receiving full credit:

1. Accept the products delivered by the carrier in full,
2. Note the visible damage/breakage on the carrier’s delivery document,
3. Obtain carrier’s signature acknowledgment of the visible damage/breakage on delivery documents.

All visibly damaged and/or defective products must be reported to an OrthogenRx customer service representative within 5 business days of receipt of product at 267-753-6700.

Concealed damage & defective product post receipt of carrier – In the event product damages or defects are noticed after product is opened, client must do the following or risk receiving full credit:

1. Retain the damage product and take a picture of defect.
2. Within 5 business days of discovery of product damage or defect, contact OrthogenRx Product Complaints by phone or email accordingly:

For GenVisc 850 concealed damages and defects:

Phone: 1-844-436-8472

Email: GENVISC850@imdcro.com

For TriVisc concealed damages and defects:

Phone: 1-877-517-5445

Email: TRIVISC@imdcro.com

Shipping Overages – In the event an overage of product was shipped in error, client must do the following or risk receiving full credit:

1. Accept the products delivered by the carrier in full.
2. Note visible overage on the carrier's delivery document.
3. Obtain carrier's signature acknowledgement of delivery overage on delivery documents.
4. Contact an OrthogenRx customer service representative within 7 business days upon receipt of over shipment at 267-753-6700.

An OrthogenRx customer service representative will coordinate with client either the 1) scheduling of a carrier pick-up of over shipped products to be returned to OrthogenRx, or 2) the invoicing of the over shipped product if client chooses to keep the product.

PRODUCT SHORTAGES

In the event less product than indicated on the carrier shipping document is delivered, client must do the following to allow for OrthogenRx to properly plan for the fulfillment of the order or the issuance of credit. Failure to comply with these procedures may result in less than full credit being received.

1. Accept the products delivered by the carrier in full.
2. Note product shortage on the carrier's delivery document.
3. Obtain carrier's signature acknowledgement of delivery shortage on delivery documents.
4. Contact an OrthogenRx customer service representative within 5 business days upon receipt of shortage shipment at 267-753-6700. Shortages within full cases must be reported immediately to OrthogenRx upon receipt of shipment with no delays.

OrthogenRx will investigate shortage claims by reviewing all documentation provided by client along with shipping manifests and inventory records at the OrthogenRx distribution center generating the shipment. Please note shortages apply to dropped trailers, live unload palletized, shortages within an over-packed corrugate, and small package shipments.

OTHER MATTERS:

APPLICABLE TO DISTRIBUTORS & WHOLESALERS ONLY

Any customer reports of damaged and defective OrthogenRx products must be reported to an OrthogenRx customer service representative at 866-243-8411 within 24 hours of notification of such claim. The following information must be made available to the OrthogenRx customer service representative within this 24-hour period:

- Name and address of customer
- Product catalog number and description
- Lot number, if applicable
- Nature of problem & quantity effected
- PO number