

TriVisc / GenVisc* 850 Return Policy

AUTHORIZATION

Prior written authorization for all returns must be obtained from an Avanos 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 Avanos 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 Avanos staff and personnel at the designated Avanos warehouse address noted below.

All authorized returns must be returned within 14 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, as determined by Avanos.
- Products must be accompanied by an issued RA which must also include a copy of the issued Avanos invoice or, at a minimum, reference to the Avanos 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 Avanos customer service representative at 267-753-6700 prior to returning product.

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 or Avanos Medical
- 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

Avanos will investigate all claims by reviewing all documentation provided by client along with shipping manifests and inventory records at the Avanos distribution center generating the shipment.

- **Damaged Product – Damages/Concealed Damage:**
 - Upon receipt verify product count and reconcile with Packing List
 - Report the damage to Avanos Customer Service within 5 business days of receipt at 267-753-6700
 - Avanos Medical will issue credit upon receiving the signed delivery receipt from the carrier with the damage noted
 - All credits are valid for ninety (90) days from date of issue

- **Shipping Overages – Overages/Shortages:**
 - Upon receipt, verify product count and reconcile with Packing List
 - Report the overage/shortage to Avanos Customer Service within 5 business days of receipt at 267-753-6700
 - Shortages within full cases must be reported immediately to Avanos upon receipt of shipment with no delays
 - Avanos Medical will issue credit for shortages upon receiving the Proof of Delivery from the carrier with the discrepancy noted
 - OR
 - Overages may be retained and invoiced or returned after the issuance of a Return Goods Authorization (RGA) for which Avanos Medical will arrange the return freight

PRODUCT COMPLAINTS

Complaints related to product quality must be handled in accordance with all federal, state, and local regulations, including the Food and Drug Administration’s Medical Device Reporting Act. A complaint, as it applies to this section, is “any written, electronic or oral communication that alleges deficiencies related to the identity, quality, durability, reliability, safety, effectiveness or performance of a device after it is released for distribution.”

Customer who alleges the complaint must provide the following information:

- User facility name and address.
- Name, title, telephone number, and fax number of the person reporting the incident.
- Name, title, telephone number, and fax number of the person to contact for further information.
- Product name, Avanos Medical catalog number, lot number, and quantity of the affected product.
- Description of incident or product problem, including how, when, and where the problem was noticed, if any injury occurred, or if any medical intervention was required.

AVANOS



Report the complaint to Avanos Medical Partners in Quality via phone or email within forty-eight (48) hours after the incident becomes known. Further information may be required and will be determined at time of report.

For GenVisc* 850:

Phone: 1-844-436-8472

Email: PIQ@avanos.com

For TriVisc:

Phone: 1-877-517-5445

Email: PIQ@avanos.com