



Superior Medical Equipment

800-538-4675 • (fax) 800-560-5424

**\*\*This form must be filled out & faxed back to SME to receive a return authorization\*\***

| <u>Contact Information</u> |              |
|----------------------------|--------------|
| <u>Company Name</u>        | <u>Date</u>  |
| <u>Name</u>                | <u>Phone</u> |
| <u>Address</u>             | <u>Fax</u>   |
| <u>Suite/Dept</u>          | <u>Email</u> |
| <u>City, State, Zip</u>    |              |

| <u>Product Information</u> |       |             |                |                   |
|----------------------------|-------|-------------|----------------|-------------------|
| Qty                        | Item# | Description | Inv or Order # | Reason for Return |
|                            |       |             |                |                   |
|                            |       |             |                |                   |
|                            |       |             |                |                   |
|                            |       |             |                |                   |

NOTES:

**DO NOT PLACE RE-ORDERS ON THIS FORM. CALL OR FAX YOUR RE-ORDERS**

Tracking Information

\*It is recommended that you retain tracking information for the return package until credit is given\*

\*If proof of delivery cannot be provided when requested, credit may **NOT** be issued\*

Credit Information

\*Allow 2-3 weeks for processing. Please call SME if you have not received credit within 30 days\*

**\*\* Please read SME's full return policy for all guidelines. \*\***

*If you did not receive a copy of the policy with this form, please call to request a copy*

**\*\* SME USE ONLY \*\***

**Place this RA # clearly visible on the pkg:**

Return Address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Return Label Provided



Additional Info:

\_\_\_\_\_

Date: \_\_\_\_\_

Checker: \_\_\_\_\_

PO#: \_\_\_\_\_



10/18/2004: Revised 09/10/07

### **RETURN SHIPPING**

- **The customer is responsible for the return shipping** for all returns other than:

\* Error at fault of SME    \* Damage or Defect Under Valid Warranty

- It is strongly suggested to send the returned item through a carrier that provides tracking information. If proof of delivery or tracking info cannot be provided if needed, credit MAY NOT be issued.

\* *SME recommends to avoid using USPS. Standard Postal Service does NOT provide tracking information* \*

### **REPORTING DAMAGES/DISCREPANCIES**

- Noticeable damage to a package must be reported to the delivery driver before signing for the package. Failure to do so releases all liability from the carrier.

• Any damage or order discrepancy must be reported to SME within 10 BUSINESS DAYS of delivery date.

- Any damage or discrepancy reported after 10 days will be difficult to confirm. This may delay or refuse any related replacement, return, or credit if the claim cannot be validated.

### **CREDIT**

- Credit will be given for the product **ONLY**. Original shipping charges and return shipping costs will not be credited or reimbursed, other than those resulting from SME error.

- All products must qualify by the following: (a) be returned with an RA# (b) be in new/unused condition & in original package (c) request return within 30 days of delivery date (d) returned within 30 days of RA# issue date

• No returns or credit will be allowed for any item older than 60 days from original purchase date.

- Allow 2-3 weeks after your return for processing. Please call if you do not receive your credit within 30 days of your return.

### **RESTOCKING FEES**

- Failure to follow the guidelines addressed in this policy may result in restock fees or denial of a return or credit.

• Supplier & Third Party return policies and restocking fees supercede SME policy.

### **RETURN ADDRESS**

• Return addresses will vary by product & return. Please refer to RA form for correct return address.

- The returned product must be addressed **ONLY** to the location noted on the RA form. Any costs incurred in directing the product to the appropriate location will be charged to the customer by a restocking fee.