

RETURN GOODS AUTHORIZATION (RGA)

Products returned to Precision Medical, Inc. must have a **Return Goods Authorization (RGA)** number visibly marked on the outside of the package. To receive an RGA number, please call customer service at 1-800-272-7285 Ext. 300.

Products returned without an RGA number visibly marked on the outside of the package will be subject to a processing fee.

Products returned without prior authorization will be returned to the sender at sender's expense.

WARRANTY REPAIR

Precision Medical, Inc. warrants all products to be free of defects in workmanship and/or material for one year unless otherwise stated in the product user manual. Warranty will be void if products have been damaged due to misuse, abuse, and/or inadequate packaging for return, if products have been modified or altered from original design.

Oral statements do not constitute warranties.

NON-WARRANTY REPAIR

Repair to products with expired or voided warranties will be subject to a fee. Call Precision Medical, Inc. Customer Service for pricing.

Repairs will not be processed without approved credit arrangements.

If any products with expired or voided warranties are returned to Precision Medical, Inc. without authorization to repair with credit arrangements which have been approved by Precision Medical Inc. ("**Unauthorized Non-Warranty Returns**"), the sender agrees that such Unauthorized Non-Warranty Returns will be held and disposed of as set forth herein. Precision Medical, Inc. will attempt to contact the sender at least three (3) times to obtain authorization from the sender to repair any such Unauthorized Non-Warranty Returns with credit arrangements which are satisfactory to Precision Medical, Inc.

Following ninety (90) days after Precision Medical, Inc.'s receipt of any Unauthorized Non-Warranty Return, the sender will be **deemed to intend to abandon** the item or items if Precision Medical, Inc. has not received the necessary authorization from the sender to repair with credit arrangements satisfactory to Precision Medical, Inc. In such event, Precision Medical, Inc., will issue a notice to the sender, by certified mail, return receipt requested, that the Unauthorized Non-Warranty Return has been deemed to be abandoned (the "**Abandonment Notice**").

Upon issuance of the Abandonment Notice, the Unauthorized Non-Warranty Return will be removed to a holding area designated by Precision Medical, Inc. Precision Medical, Inc. will hold the Unauthorized Non-Warranty Return for an additional thirty (30) days following the date of its Abandonment Notice (the "Additional Holding Period"), during which time the sender may make arrangements for return shipment of the Unauthorized Non-Warranty Return at sender's sole cost and expense.

If sender fails to make timely and satisfactory arrangements with Precision Medical, Inc. for return shipment of any Unauthorized Non-Warranty Returns as provided above, then upon expiration of the Additional Holding Period, Precision Medical, Inc. will dispose of any such Unauthorized Non-Warranty Returns at Precision Medical, Inc.'s sole discretion and at sender's sole cost and expense, including without limitation any and all costs related to environmental compliance. Sender agrees to promptly pay all such costs upon invoice from Precision Medical, Inc.

ALL UNAUTHORIZED NON-WARRANTY RETURNS WILL BE HELD BY PRECISION MEDICAL, INC. AT SENDER'S RISK, AND PRECISION MEDICAL, INC., SHALL HAVE NO LIABILITY WHATSOEVER FOR DAMAGE TO OR DESTRUCTION OF ANY UNAUTHORIZED NON-WARRANTY RETURN. IN NO EVENT SHALL PRECISION MEDICAL, INC. BE LIABLE FOR, AND THE SENDER RELEASES PRECISION MEDICAL, INC. FROM, ANY CLAIM, LOSS OR DAMAGE, OF WHATEVER FORM OR NATURE, ARISING OUT OF OR RELATING TO THE HANDLING, STORAGE OR DISPOSAL OF ANY UNAUTHORIZED NON-WARRANTY RETURNS IN ACCORDANCE WITH THE TERMS HEREOF.

RETURN POLICY FOR PRODUCTS CONTAINING BIOHAZARDOUS MATERIAL

Products containing biological contaminants or other hazardous materials, as defined by Federal and State Department of Transportation Regulations, shall not be shipped or otherwise returned to Precision Medical, Inc. Precision Medical, Inc. will not repair or return to the customer any product received that has not been properly decontaminated, and will not issue credit for such product. Further, any costs incurred by Precision Medical, Inc. in properly disposing of the product pursuant to applicable Federal and State Regulations regarding hazardous materials ***will be billed to the sender.*** Precision Medical, Inc. shall not be liable for the customer's failure to follow Federal and State Department of Transportation Regulations regarding the packaging, transportation, and other treatment of hazardous materials.

VACUUM PRODUCTS

Vacuum products must be carefully inspected for contamination prior to shipment. When returning vacuum products to Precision Medical Inc., the sender must strictly adhere to the Return Policy for Products Containing Biohazardous Material.

PRODUCT CREDIT/EXCHANGE

Products returned for credit or exchange must be shipped in unopened original packaging within 30 days of the date of purchase. Products credited or exchanged will be subject to a restocking fee. Custom items are not returnable for credit or exchange.

Precision Medical, Inc. reserves the right to correct clerical or typographical errors without penalty.