

OCULOPLASTIK

200 Sauvé O., Montréal, Québec Canada H3L 1Y9
Tel (514) 381-3292 Fax (514) 381-1164 Toll-free Tel (888) 381-3292 Fax (800) 879-1849
E-Mail : sales@oculoplastik.com • Internet : <http://www.oculoplastik.com>

policy for repair and refurbishing

Always concerned with quality and safety for customers, end users and also our personnel, we kindly ask you to respect the following requirements before returning used products for repair or refurbishing. In order to minimize bioburdens and avoid contamination, the returned product must be sterilized or disinfected. Otherwise, we will not be able to process and will be obligated to return the product back to you at your expense.

COX II EYE SHIELDS and MEDICAL INSTRUMENTS (for repair or refurbishing)

MUST BE STERILIZED before sending and preferably in a PEEL POUCH **accompanied by a signed written statement confirming sterilization.**

DURETTE EXTERNAL LASER SHIELDS (for repair or refurbishing)

CAN BE STERILIZED OR WASHED & DISINFECTED before sending and **accompanied by a signed written statement confirming sterilization or disinfection.**

policy on returned goods

Returns or exchanges will not be accepted unless you have received a **RETURN AUTHORIZATION NUMBER** from us. This number must be on the return parcel and on all written correspondence.

Please return the package by **REGULAR AIR MAIL ONLY**. You must indicate on the outside of the package in writing "PRODUCT OF CANADIAN ORIGIN". This is necessary in order to avoid duties, taxes, and filling charges on our own products. **DO NOT** send by courier, UPS or Federal Express Ground without our consent. Any package that is couriered without our consent will be refused.

For Bioburden control related to our medical devices full credit will only be issued within 30 days of purchase for any product that has not been used, is not damaged and is in saleable condition in the original packaging. (i.e. DOUBLE seal not broken or otherwise opened). A credit memo or refund, for the return value will be issued to the account.

Any returned product that the packaging and seal has been opened will be disposed of, will not be refunded and will not be send back.

FOR BIOBURDEN CONTROL NON-STERILE IMPLANTABLE DEVICES, SYMBLEPHARON RINGS, AND CONFORMERS CANNOT BE RETURNED FOR CREDIT OR REFUND ONCE THEY HAVE LEFT OUR FACILITY EVEN IF THE PACKAGING IS INTACT.

warranty

All Oculo-Plastik labeled products are, unless otherwise stated, warranted against defects in material and or workmanship for 12 months from date of delivery.