



Healthcare Components Group-Purchasing, Warranties, Return policies:

Ordering from Healthcare Components Group:

HCG will provide a formal, written price quotation confirming an informal verbal or emailed price upon request. This will be communicated through email, fax, or postal mail. Prices are also available on our website. All parts and components are manufactured to meet or exceed original equipment performance requirements. Prior to ordering, please contact your Sales Representative or Customer Service Representative to confirm current price, payment terms and conditions, product availability, and anticipated delivery date. When possible, we request a hard copy purchase order to ensure orders are processed correctly.

Warranty Protection:

HCG warrants its parts and components to be free of defects in materials and workmanship under normal use and with appropriate maintenance. The standard warranty length for parts and components is ninety days. The warranty is one hundred eighty days for legacy RPI parts and components. Confirm specific warranty information with your HCG Sales and Customer Service Representative at the time of order. Defective parts and components should be communicated within two weeks of installation to ensure the credit request is approved. For legacy RPI Technical Service questions, please call (800) 221-9723. For plastics, rubber, or other expendable items, we warrant only that such parts will be free of defects in materials and workmanship at the time of purchase.

HCG will replace a defective part or component within the warranty period. The following information is required when returning parts and components: RMA number (obtained from HCG Customer Service Representative), a correspondence detailing the issue, lot number, packing slip number, copy of invoice, and serial number if applicable.

This warranty is subject to the following limitations. Parts and components that have been improperly installed, mishandled, abused, damaged, improperly installed, or altered in any way are not covered under warranty. Parts and components damaged during shipment are excluded from the warranty and will be replaced for a fee. If damage occurred during shipment, contact your freight company to submit a claim for shipping damage.

Except for the express warranty set forth in this section, seller makes no warranty whatsoever with respect to the products, including any (a) warranty of merchantability; (b) warranty of fitness for a particular purpose; or (c) warranty against infringement of intellectual property rights of a third party; whether arising by law, course of dealing, course of performance, usage of trade or otherwise. Buyer acknowledges that it has not relied upon any other representation or warranty made by seller, or any other person on seller's behalf. Without limiting the generality of the foregoing, buyer assumes all risk and liability for the results obtained by the use of any products, whether in terms of operating costs, general effectiveness, success or failure, and regardless of any oral or written statements made by seller, by way of technical advice or otherwise, relates to the use of the products.

Return Policy:

A Customer Service Representative from HCG must authorize all returns and issue an RMA (Return Merchandise Authorization) number. The following information must be provided.

- Reason for Return
- Part Number and Quantity



- Customer Name and Copy of Sales Order Invoice.
- Lot Number
- Packing Slip Number

In addition, any stocked legacy RPI part that is found to be defective after one hundred eighty days is eligible for return provided the following:

- Original Packaging (if available)
- Purchase Order/Invoice Number

Eligibility:

- Merchandise must be properly packaged in the original shipping carton if possible. Credit will not be given for items damaged due to improper packaging or freight damage.
- Merchandise must be returned to HCG within 15 calendar days of RMA number receipt. Otherwise, RMA may be canceled.
- Customers must obtain an RMA number from HCG Customer Service Representative and display the number on the outside of the returned package.
- HCG reserves the right to determine in its sole discretion whether an item will be accepted: as a warranty return, for quality issues, or as damaged goods.

Charges and Handling of Credits:

- All returns, regardless of whether the returns are determined to be legitimate, are subject to a handling/restocking fee of 20% of the sale price of the item.
- All returns are subject to inspection to determine the condition of merchandise prior to credit being issued.
- Freight/shipping charges associated with the returned merchandise from the original order will not be credited. Freight for returned merchandise must be shipped prepaid freight. Collect shipments will be refused unless agreed upon prior to return.

Prices and Quotations:

Except as hereinafter provided, prices quoted in writing are firm for orders placed within thirty days of the quotation date, which call for shipment within three months of the quotation date. Prices for orders which do not call for shipment within thirty days of the quotation date shall be the prices in effect at the time of shipment unless otherwise specifically negotiated at the time of order placement.