



BVI's Return Policy

1. **Beaver-Visitec International, Inc. (BVI) will accept product returns only to the extent that such products were purchased directly from BVI and subject to the following terms and conditions:**
 - All returns **MUST** have a Return Material Authorization (RMA) issued by an approved BVI associate.
 - All returns **MUST** have the RMA Form included with the returned product and the RMA# marked on the outside of the box. Note: A 30% processing fee will be applied to those authorized returns without the RMA being referenced.
 - Lot Numbers for the return **MUST** match the original order they shipped from (lot numbers are listed on the RMA Form).
 - All products **MUST** be in saleable condition.

2. **To obtain an RMA, phone/email/fax request to:**

Phone: 866-906-8080

Email: customersupport@bvimedical.com

Fax: 866-906-4304

The following information is required:

- Purchase information (Purchase Order, Sales Order No or Invoice No)
 - Description/Reason for Return (including type of damage if applicable)
 - Product Information (Product Number, Lot Number, Pallet Condition, Expiration Date & Quantity)
 - Contact Information (Contact Name, Telephone, Email Address(preferred) & Fax Number)
 - For Distributors, requested pricing **MUST** reference previous order pricing. Otherwise, BVI will price returns at the published Best Distributor Price.
3. **The returning party MUST pay the return freight charges. If the product was received damaged, defective or shipped in error by BVI, such returned shipments will be accepted freight collect by a BVI preferred carrier with no restocking fee.**
 4. **Returns are to be shipped to the address indicated on the authorized RMA form.**
 5. **All product returned with expiration dating MUST meet acceptable BVI shelf-life guidelines (minimum 12 months) and MUST be in the original packaging. (Example for original packaging: If the product was originally bought as a Shelf Pack, then a Shelf Pack MUST be returned)**
 6. **An RMA will only be issued to the business enterprise that originally purchased the product from BVI.**
 7. **BVI will NOT ISSUE CREDIT for products returned in a condition that prevents resale or under the following circumstances:**
 - Products that contain drugs.
 - Products that are temperature sensitive/controlled.
 - Products returned with conditions that prevent resale, examples include, but are not limited to:
 - Products not in original packaging
 - Products with customer labels and/or tape
 - Products with pen/marker marks on original packaging container
 - Damaged product (including damaged product not communicated to BVI prior to return)

- Product package contaminated with foreign matter (oil, grease, etc.)
- Special Ordered or custom made products
- Reusable Instruments and equipment are not covered under this policy
- Obsolete or Discontinued products
- Opened products
- Expired products or products outside minimum dating requirements (See item 5 above)
- Units of measure less than BVI's original unit of issue
- The application of carrier labels to the original packaging can invalidate your credit

NOTE: When returning products, BVI strongly recommends utilizing over-pack boxes to reduce the opportunity of product & packaging damage.

8. Applicable Restocking Fees:

BVI Products (Excluding Equipment)		Equipment	
Calendar Days From Original Shipment Date	Fees	Calendar Days from Original Shipment Date	Fees
0–60 Calendar Days	No Fees	0–30 Calendar Days	15% Restocking Fee
61–120 Calendar Days	30% Restocking Fee	31–60 Calendar Days	20% Restocking Fee
Over 120 Calendar Days	Not Returnable, NO CREDIT	Over 60 Calendar Days	Not Returnable, NO CREDIT

ALL PRODUCTS MUST BE RETURNED WITHIN 15 CALENDAR DAYS OF THE ISSUANCE OF THE RMA TO BE ELIGIBLE FOR A CREDIT.

PRODUCTS RECEIVED THAT ARE DEEMED UNACCEPTABLE FOR RESALE BASED ON THE ABOVE GUIDELINES WILL BE DENIED CREDIT AND IMMEDIATELY DESTROYED.

BVI reserves the right to modify its Return Policy without prior notice.

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