

Return Policy

STOCK ITEM RETURNS:

- Product purchased from Vermed, A Nissha Company (Vermed) is eligible for return providing the item is current in our catalog, of existing stock item status, and the integrity of product and packaging have been maintained.
- Returns for overstock are not accepted.
- Returns must be within 6 months of invoicing.
- Any product with an expiration date must be within 12 months of expiration date on each product.
- A 25% re-stocking fee will be applied to all stock item returns. Made-to-order and sterile products are non-returnable.
- All return freight is the sole responsibility of the customer.

NON-CONFORMING PRODUCT:

- Vermed will replace all product not meeting industry acceptable quality standards.
- Non-conforming product must be reported within 90 days of invoicing.
- All non-conforming product must be returned to Vermed, unless otherwise instructed, prior to issuance of account credit.
- Replacement of product will require application of credit to the original invoice, and the generation of a new invoice document for replacement product shipped.
- Vermed will make arrangements for return delivery on any non-conforming products.

SHIPPING DISCREPANCIES:

- Incorrect product received as the result of a shipping discrepancy must be returned to Vermed, unless otherwise instructed, prior to issuance of account credit.
- Replacement of shipping discrepancies will require application of credit to the original invoice, and the generation of a new invoice document for replacement product shipped.
- Vermed will make arrangements for return delivery on any incorrect product shipped.

RETURN GOODS AUTHORIZATION:

- A Return Goods Authorization (RGA) must be assigned by Vermed prior to any/all product returns. This number may be attained through Vermed Customer Service. The RGA number must be written visibly on the outer packing labels of the returned product. Each box/case returned must be identified with an RGA number to ensure proper identification and accurate account credit.
- An RGA number is valid for 45 days from date of issue.

PRODUCT RETURNS ARE SUBJECT TO INSPECTION:

- All returned product must be in original packaging and in re-saleable condition. All product returns are subject to inspection upon receipt, prior to the issue of credit.