

## Product Return Policy

### SINGLE-USE PRODUCTS

Single-use products<sup>1</sup> may be returned for a full refund within 60 days of shipment, provided they are in their original, unopened packaging.

Single-use products are guaranteed to perform according to published product specifications until the expiration date shown on the product labeling. Products must be stored according to instructions for use.

### REUSABLE INSTRUMENTS

Reusable instruments<sup>2</sup> may be returned for any reason for a full refund within 60 days of shipment.

Reusable instruments are guaranteed to perform for the warranty period included in the instructions for use. Returned instruments must be packaged appropriately to avoid damage during transit.

### TO ARRANGE A RETURN

Contact our Customer Service department at 800-642-4945 or send an email to [orders@boehringerlabs.com](mailto:orders@boehringerlabs.com) to obtain a Return Materials Authorization (RMA).

1. *Single-use products include ViSiGi®, VISIMAX™, VacPac™, CareDry™, etc., which cannot be cleaned or reprocessed for continued patient use.*
2. *Reusable instruments include suction regulators, fittings, and accessories that can be cleaned in between patient use and used on multiple patients.*