



Return Product and Order Cancellation Policy

Our Commitment to Our Customer: We want you to be 100% satisfied with your purchase.

If a return is necessary, please follow our return policy below.

RETURN GOODS POLICY: A credit will be issued for unused product returned in accordance with the following policy guidelines.

A credit or replacement product will be provided for unused product associated with specific situations out of the Customer's control, including:

- Product complaints (e.g., product quality, appearance, package integrity, etc.)
- Product shipping issues such as incorrect shipment, damaged, lost, or misdirected shipments that do not arrive in time for customer use.

Rocket Medical will not be responsible for product received **after 90 days of invoice**. Returns will not be accepted as a result of:

- Product deteriorating because of characteristics beyond Rocket Medicals' control (e.g., improper storage of product, heat, cold, smoke, fire, etc.).
- Unused product being discarded due to improper storage at facility, product unsuitable for restocking. Partial boxes will not be returnable.
- Facility not open or staffed for delivery when product is delivered.

RETURN GOODS PROCESS: To return product, the Customer is to contact Customer Service to obtain a Return Material Authorization (RMA) and a shipping return label. Customer must return product to Rocket Medical within thirty (30) business days of RMA being issued with the following:

- Product unit(s) must be un-opened.
- Copy of RMA must be included in package with unit(s) being returned.
- The RMA label will indicate what location the return should be sent to for processing.
- RMA number must appear on outside of the return package.

Customer account will be credited when Rocket Medical Receiving/Distribution Department verifies units and RMA match. Please note: If any unit is returned without a RMA or if a unit in a returned box doesn't match the RMA issued, that returned unit will be considered unauthorized. No credit will be issued, and product will be appropriately destroyed.

FOR PRODUCT MANUFACTURING COMPLAINTS:

- Contact our technical support team at our Customer Service so they may obtain the necessary information and authorize and provide instructions to you for the product's return or local destruction.
- When a product return is requested, your Rocket Medical Specialist or our Technical Support Team will provide special return goods packaging kit for your use.
- You will have the option of a replacement product or a credit.

FOR DELIVERY ISSUES: Contact our Customer Service for delivery issues. If product delivery cannot be successfully facilitated, staff will be ready to assist in arranging a replacement shipment or a credit.

For convenience, a return service label will be issued. Send all returns to:

Rocket Medical PLC
50 Corporate Park Dr, Suite 890
Pembroke, MA 02359