



## **Culpan Distributors Ltd – Goods Return Policy**

### **I. The Returns Process**

1. For all product returns please first contact a Culpan Customer Services representative on Freephone **0800 285 726** to request a Returned Good Authorisation Number (RGA).
2. Once an RGA number has been issued, where applicable, Culpan will arrange for the dispatch of replacement product subject to product availability.
3. A new invoice for the replacement goods will be generated and sent to the appropriate parties.
4. A credit note will be issued for the returned goods upon receipt by Culpan Medical.

### **II. Dispatch or order error made by Culpan Distributors Ltd.**

In the instance that Culpan is responsible for the error, all costs for the return and replacement of product will be covered by Culpan Distributors Ltd.

Any Authorized Return Product returned freight collect will be refused by Culpan and returned to customer at its expense (unless part of a Qualified Recall, defective product or incorrectly shipped).

### **III. Ordering error made by the customer**

In the instance that an ordering error has been made by the hospital, the cost of return and replacement will be covered by the hospital.

A Re-stocking Fee will be applicable (see section IX)

### **IV. Returned Product Condition**

Culpan Distributors Ltd. reserves the right to refuse the return of products that are no longer in saleable condition. Any products that are open, incomplete, marked or damaged will not be accepted. This includes damage to product packaging, and any impairment to the condition of the product that compromises sterility.

### **V. Timeframe for the Return of Goods**

The return period available for products is 30 days from date of invoice. The return of product after the 30 day period will remain at the discretion of the senior management at Culpan Distributors Ltd, and will be dependent upon expiration dates and ensuing period between purchase and return.

### **VI. Transit-Damaged Product**

- i) Any products sent by Culpan Distributors Ltd that are damaged in transit will be able to be returned and replaced free of charge. We ask that all packaging be kept, or that photographic evidence of the damage be taken and supplied to our Customer Services representative when reporting the incident.



- ii) If product has been damaged in transit by a courier service not procured by Culpan Distributors Ltd, the responsibility to follow up with the courier company will fall with the party that has obtained the courier services. Culpan recommends that a traceable method of shipping is used for customer protection in incidences where Culpan is not responsible for the transportation of product.

#### **VII. Customer Product Complaints**

- i) For any incident where a customer reports a product complaint to our Customer Services representative for a single use item, the product will be replaced immediately with our compliments. It is requested that the complaint product be returned to Culpan Distributors Ltd at our cost in appropriate bio-hazard packaging for return to our manufacturer for analysis. Comprehensive feedback will be provided once the product has been appropriately tested by our manufacturer.
- ii) In regard to reusable products, it will first be established if the product is within warranty before an agreement for repair or replacement can be reached.  
(Please see our Customer Product Complaints policy for more details)

#### **VIII. Timeframe for the Replacement of Goods**

Culpan Distributors Ltd will ensure that replacement products are delivered in a prompt and timely manner. For standard product returns, the expected period for product replacement will be equivalent to our normal ordering policy, with goods being delivered overnight or within two working days depending on stock availability and courier services.

In the event that products are required urgently, Culpan will endeavour to supply the goods in the shortest possible period, through urgent courier or by delivery from a Culpan staff member.

#### **IX. Goods Re-stocking Fee**

Culpan Distributors Ltd will apply a Re-stocking Fee, where applicable, being 20% of the invoiced value of the authorised returned goods plus GST.

#### **X. Goods that will not be considered for credit includes:**

- Goods returned without proper authorisation documentation (RGA)
- Goods held by the customer for more than 30 days
- Goods not in the original sealed package or its original standard product packaging and packaged unit of measure
- Goods in unsaleable condition, as determined by Culpan Distributors Ltd when received from the customer
- Goods that are defective and after expiration of applicable warranty period (unless part of a Qualified Recall)
- Goods purchased on CUSTOM ORDER or INDENT basis