



## **GenVisc® 850 / TriVisc® Return Policy**

### **AUTHORIZATION**

Prior written authorization for all returns must be obtained from a Channel-Markers Medical Customer Service representative by calling 844-550-2665. After evaluation, a Return Authorization with a designated Return Authorization Number (herein referred to as RA and RA# respectively) will be provided and must accompany the return.

### **FREIGHT**

Authorized returns are to be shipped freight prepaid unless prior approval from Channel-Markers Medical is granted.

### **ACCEPTABLE RETURNS**

Credit is issued based upon the reason for the return, amount of return, and invoice price. The return will be subject to inspection of the returned product by our warehouse staff.

All authorized returns must be returned within 14 days of the RA being issued to receive credit at original purchase price.

All returns are subject to the following conditions:

- The return must be authorized.
- Products must be received in their original, unopened packaging.
- Products must be received in salable condition, as determined by Channel-Markers Medical.
- Products must be accompanied by an issued RA which must also include a copy of the issued Channel-Markers Medical invoice or, at a minimum, reference to the Channel-Markers Medical invoice number, date of product purchase and reason for the return.
- Returns must have a return label placed in open area of package.

Please note that any missing, and/or incomplete paperwork will cause delays in the acceptance of the return and issuance of credit. If you are in question of any required paperwork, please contact a Channel-Markers Medical Customer Service representative at 844-550-2665 prior to returning product.

### **PRODUCTS NOT ACCEPTED FOR RETURN**

All customers, distributors, wholesalers, and affiliates thereof (collectively Client) understand and agree that the following products cannot be returned, and credit will not be given:

- Product returned without authorization
- Expired products
- Used products
- Products in unsalable condition
- Opened products, unless damaged or defective
- Products that are not in original packaging – standard selling unit-of-measure (full unopened cases) unless



damaged or defective

- Unreported damaged products
- Products not purchased directly from Channel-Markers Medical
- Products purchased over 90 days before return request
- Products for which no “return authorization” has been given
- Products ordered in error by client

### **PRODUCTS ACCEPTED FOR RETURN**

Channel-Markers Medical will investigate all claims by reviewing all documentation provided by clients along with shipping manifests and inventory records at the Channel-Markers Medical distribution center.

- ***Damaged Product – Damages/Concealed Damage:***
  - Upon receipt verify product count and reconcile with Packing List
  - Report the damage to Channel-Markers Medical Customer Service within 5 business days of receipt at 844-550-2665.
  - Channel-Markers Medical will issue credit upon receiving the signed delivery receipt from the carrier with the damage noted
  - All credits are valid for ninety (90) days from date of issue
- ***Shipping Overages – Overages/Shortages:***
  - Upon receipt, verify product count and reconcile with Packing List
  - Report the overage/shortage to Channel-Markers Medical Customer Service within 5 business days of receipt at 844-550-2665
  - *Shortages within full cases must be reported immediately to Channel-Markers Medical upon receipt of shipment with no delays*
  - Channel-Markers Medical will issue credit for shortages upon receiving the Proof of Delivery from the carrier with the discrepancy noted

OR

  - Overages may be retained and invoiced or returned after the issuance of a Return Goods Authorization (RGA) for which Channel-Markers Medical will arrange the return freight
- ***Report on shipment Not Ordered***
  - Contact Channel-Markers Medical Customer Service at 844-550-2665 to notify the error, provide shipment details (order number, packing slip, carrier reference, and product description).
  - Upon verification, Channel-Markers Medical Customer Service shall arrange for product shipment to be returned at no cost to the recipient.
  - Channel-Markers Medical Customer Service shall issue a return authorization and provide instructions for packaging and carrier pickup.

### **PRODUCT COMPLAINTS**

Product complaints are processed in compliance with all applicable regulations, including FDA Medical Device Reporting. A complaint, Product Quality Complaint or Adverse Event, is any communication alleging a deficiency in the device’s quality, safety, or performance after distribution.



**Channel-Markers Medical**  
Device Technology & Distribution

8801 Fast Park Drive, Suite 301  
Raleigh, NC 27617  
[www.channel-markers.com](http://www.channel-markers.com)

Customer who alleges the complaint must provide the following information:

- User facility name and address.
- Name, title, telephone number, and fax number of the person reporting the incident.
- Name, title, telephone number, and fax number of the person to contact for further information.
- Product name, lot number, and quantity of the affected product.
- Description of incident or product problem, including how, when, and where the problem was noticed, if any injury occurred, or if any medical intervention was required.

Report the incident to Channel-Markers Medical Partners in Quality (PIQ) via phone or email within forty-eight (48) hours after the incident becomes known. Further information may be required and will be determined at time of report.

Channel-Markers Medical Partners in Quality (PIQ)  
Product Quality Complaint (PQC) or Adverse Event (AE) Reporting at:

Phone: 1-530-464-5544

Email: [PIQ@channel-markers.com](mailto:PIQ@channel-markers.com)