

**Bauerfeind USA, Inc.**  
**Returns Policy**  
**January 1, 2015**

<b>Product &amp; Compression Guarantees</b>
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1. **Product Guarantees:** Ready-to-Wear and Custom-Made products are guaranteed to be free from manufacturer's defects for a period of:
  - a. Twelve (12) months for Orthopedic products
  - b. Six (6) months for Insoles, Heel Cushions and GloboPed Relief Shoes
  - c. Thirty (30) days for Phlebology productsfrom the date of product shipment from Bauerfeind or the date the product was delivered to the end user (customer/patient), whichever is later that can be substantiated with written documentation.
2. **Compression Guarantee:** All compression products are guaranteed to maintain their compression within the product compression range for a period of six (6) months from the date of product shipment from Bauerfeind or the date the product was delivered to the end user (customer/patient), whichever is later that can be substantiated with written documentation.

<b>Returned Goods Policy for Products that were Mis-shipped</b>
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1. Every return must be pre-approved with a Returns Authorization (RA) number issued by our Quality Department prior to the product being shipped to and accepted by Bauerfeind USA.
2. Bauerfeind USA will always take back product that was mis-shipped due to any number of reasons because of Bauerfeind personnel errors (such as shipping error or order entry error, etc.).
  - a. Criteria for pre-approval:
    - i. Product must have shipped from Bauerfeind within the last thirty (30) days
    - ii. Product must be in its original, undamaged packaging
    - iii. Product must be unused/unworn
    - iv. Product must be re-sellable without refurbishing
3. We will happily correct any mis-shipment at no additional cost to the customer.
4. Bauerfeind USA's Customer Service Department will provide return details and corrective action plan to get the customer the correct product.
  - a. The Returns Authorization (RA) number must be clearly visible on the outside of the return packaging.
  - b. The approved return item must be received by Bauerfeind USA within thirty (30) days of the issuance of the RA number created for it. After that time period, the RA# will be invalid and any product arriving at our facility will be refused.
5. There will be no restocking/handling fee charged by Bauerfeind USA.

## **Returned Goods Policy for Products with Suspected Manufacturer's Defects or Compression Defaults**

1. Every return must be pre-approved with a Returns Authorization (RA) number issued by our Quality Department prior to the product being shipped to and accepted by Bauerfeind USA.
  - a. Criteria for pre-approval:
    - i. Product Defect: Product must have shipped from Bauerfeind or have been delivered to the end user within the last:
      1. Twelve (12) months for Orthopedic products
      2. Six (6) months for Insoles, Heel Cushions, GloboPed Relief Shoes
      3. Thirty (30) days for Phlebology products
    - ii. Compression Default for Phlebology product: Product must have shipped from Bauerfeind or have been delivered to the end user within the last six (6) months
    - iii. If worn, product must be thoroughly laundered prior to being returned.
2. Every approved return item must be received by Bauerfeind USA within thirty (30) days of the issuance of the RA number created for it. After that time period, the RA# will be invalid and any product arriving at our facility will be refused.
3. If found to be defective, a credit will be issued to the customer by Bauerfeind USA. In this case there will be no restocking/handling fee.
4. If product is found not to be defective, it will be the customer's choice to either have it shipped back to them at their costs or have it disposed of by Bauerfeind USA.

## **Returned Goods Policy for Products Desired to be Exchanged by the Customer (other than shipping error or defect)**

1. Every return must be pre-approved with a Returns Authorization (RA) number issued by our Quality Department prior to the product being shipped to and accepted by Bauerfeind USA.
  - a. Criteria for pre-approval:
    - i. Product must have shipped from Bauerfeind within the last:
      1. One hundred eighty (180) days for Orthopedic products
      2. One hundred eighty (180) days for Insoles, Heel Cushions, GloboPed Relief Shoes
      3. Thirty (30) days for Phlebology products
    - ii. Product must be in its original, un-damaged packaging
    - iii. Product must be unused/unworn
    - iv. Product must be re-sellable without refurbishing
    - v. Product must be in the Product Catalog at the time of the request for exchange to the Bauerfeind USA Customer Service Department.
2. Bauerfeind USA's Customer Service Department will provide the return details and corrective action plan to exchange an item for a different item.
  - a. The Returns Authorization (RA) number must be clearly visible on the outside of the return packaging.
  - b. The approved return item must be received by Bauerfeind USA within thirty (30) days of the issuance of the RA number created for it. After that time period, the RA# will be invalid and any product arriving at our facility will be refused.
3. There will be a twenty percent (20%) restocking/handling fee charged to the customer for this exchange.
4. Custom-made compression products are not eligible for exchange. They may be returned under the auspices of mis-shipments or manufacturer's defect policies, if applicable.