

RSLQS0140 - SteeperUSA Return Policy

bebionic hands

- SteeperUSA provides demonstration units of the bebionic hands for preliminary fittings and demonstration of the product's capabilities with your patient before purchase with no restock fees. A Loaner Agreement must be signed by the requesting practitioner. A coordinated time-frame for your patient's appointment and return of the demonstration unit will be mutually agreed upon with your SteeperUSA Salesperson. Please contact SteeperUSA Sales to make arrangements to support your patient appointments.
- Similar to the majority of microprocessor products in the marketplace, bebionic hands are non-returnable. Please contact your SteeperUSA Salesperson if there are extenuating circumstances which precluded patient fitting and delivery, such as a patient death. You may be requested to provide documentation such as a copy of the patient's death certificate. Returned products must be in re-saleable condition, inclusive of original packaging, all documentation, product instructions, and componentry ordered on the original invoice.
- As a result of extenuating circumstances, any authorized product returned 30 days after invoice date will be charged a 20% restocking fee and subtracted from the total amount credited.
- Irrespective of circumstances, any product returned 90 days after invoice date is ineligible for a credit.
- Warranty returns for manufacturer defects or repairs require a Return Authorization (RA) number. Please contact SteeperUSA Returns Department to get an RA number by calling 210.481.4126 x1003. You will be asked to download the **RSLQS091 -RSLSteeper Product Return Form** from our website and complete all requested information (product numbers, patient name, etc) . Please provide all pertinent data with specific attention placed on the "Description of the fault" in the middle of the page. Include the form in the box with the items being returned. Please mark the RA number in large letters on the outside of the box and ship to :

SteeperUSA, Warranty/Repair, 3619 Paesanos Pkwy; Suite#200; San Antonio, TX 78231

- You will be contacted by SteeperUSA following an evaluation of the repair and assessment of cost to request authorization for repair should the damage or failure have been caused by use/misuse and not covered under manufacturer's defects or warranty provisions.

Upper Limb Components or Skinergy Products

- Prior to returning any upper limb component or Skinergy product, please contact Returns Department at SteeperUSA and request an RA Number (Return Authorization Number) by calling 210.481.4126 x1003.
- Receipt of returned products 30 days after invoice date will be charged a 20% restocking fee.
- Purchased items must be returned within 90 days of the invoice date to be eligible for a credit.
- Please download the **RSLQS091 -RSLSteeper Product Return Form** form from our website <http://steeperusa.com/downloads>. **The form must be completed and included with the shipment to receive credit for the return.**
- Returned products must be in re-saleable condition, inclusive of original packaging, instructions, etc.
- Please mark the RA number in large letters on the outside of the box and ship to :

SteeperUSA, Warranty/Repair, 3619 Paesanos Pkwy; Suite#200; San Antonio, TX 78231

Custom Silicone

- Because of the nature of the product, custom silicone products are non-returnable.

Please contact Customer Service at Steeper USA at 210.481.4126 x 6 for information or assistance.