

DARCO RETURN AUTHORIZATION

RGA NUMBER REQUEST

Please provide the following information when requesting an RGA number for return:

- *Company address and phone number
- *Contact name and extension
- *Product number and quantity
- *Purchase order number or invoice number and date of purchase

RGA numbers are only valid for 30 days.

Fax the above information to 1-877-201-7082 or e-mail to orders@darcointernational.com
We will then fax or e-mail back a RGA number.

RGA RETURN POLICY

All returns require an RGA number.

Case pricing less a **20% restocking fee** on all re-sellable items will be given.

Product must be received unopened in original packaging and in saleable condition. If product and/or polybag have been altered in anyway no credit will be given or an additional **30% repackaging fee** will apply. Note on Gentle Step Shoes, Wound Care Shoes, DCS Sleeves, Body Armor Tape and Peg Assist Insoles, we cannot accept returns if there is no box, box is damaged or box has been defaced (e.g. no handwriting, stickers or other marks on boxes).

No credit will be issued on items that are worn, outdated, discontinued, soiled, yellowed, damaged etc.

All overstock returns have to be requested within 6 months of purchase date. Please note age of product can be determined by the lot number. If product is determined to be older than stated purchase order date (due to not rotating stock and etc.) there will be no credit issued.

Credit will be determined upon inspection. Darco reserves the right to determine what items are acceptable.

Only products listed on original RGA will be considered for credit.

No charges such as delivery, damage, handling, processing and etc. will be accepted on return products.

Product Notifications – Darco will evaluate the product before any credit is issued. If product is determined to be defective in workmanship replacement product will be sent or full credit will be issued. If Darco determines product has been misused, or used over the extended normal wear, no credit will be issued.

Return products to:

RGA# _____
Darco International
810 Memorial Blvd.
Huntington, WV 25701



DARCO INTERNATIONAL PRODUCT WARRANTY

Darco International warrants all of its products against defects in materials or workmanship when a product is used according to the medical specifications as prescribed by an authorized medical professional.

DARCO International, Inc.
810 Memorial Boulevard
Huntington, WV 25701 | USA

Telephone 304.522.4883
Toll Free 800.999.8866
Fax 304.522.0037
www.darcointernational.com