

# SWIS Surgical Video®

## Return Policy

SWIS Surgical Video® offers a refund (excluding shipping charges) or exchange for qualifying items returned within 15 days of the date the product was delivered.

- After 15 days, qualifying products may be returned with a 50% restocking fee.
- No returns or refunds will be considered after 30 days.
- Any missing and/or damaged items will be charged in full.

All returns must be pre-authorized, and must be sent back to us in exactly the same condition as you received it. All items must be new and in original boxes, bags, and cases. In order to be eligible for return, the UPC codes must still be attached to any boxes included in your order. All internal packing materials, instruction manuals, BLANK warranty cards, UPC cards, and accessories must also be included for any replacement, exchange, or refund.

Please save your receipt as a record of your purchase. All returned goods MUST be accompanied by a copy of your receipt.

## Return Shipping Policy

DO NOT ATTEMPT TO RETURN ANY PRODUCT without first receiving a Return Merchandise Authorization (RMA). Any products received without a valid RMA will be returned to you at your expense.

After receiving authorization from us, please ship your merchandise as follows:

- All items valued over \$35 dollars must be returned using a trackable shipping method.
- All items must be shipped prepaid, and insured for the full value of the returned product(s).
- Items must be returned in the same shipping box with all packaging material included. Items must be packed in accordance with the insurance policy of the shipper.
- Do not write on or place shipping labels or stickers, on the manufacturer's packaging.
- Non-defective items, that qualified for "free shipping" on the original order and are being returned, will have the standard shipping charges deducted from the amount of the refund or credit.
- Returns should be addressed as listed on your Return Merchandise Authorization (RMA).

## **Excluded Items**

The following items are not eligible for return unless they are shown to be defective in manufacture (as decided by the manufacturer):

- Recordable media such as digital memory (unless unused and unopened)
- Batteries (unless unused and unopened)
- Underwater equipment (once taken underwater)
- Educational DVDs, Tapes and Books once opened
- Blister-packed items once opened
- Original manufacturer software once opened
- Special Order merchandise
- The UPC code must still be attached to any boxed product delivered. If it has been removed, then the item is not eligible for return.

## **HIPAA Information Management**

If a return is authorized for any used recordable media, such as a Solid State Drive or Digital Memory Card; or for a Camera/Video camera with built-in internal memory; all patient related data must be erased prior to shipping the product for return. Reformatting recordable media and internal memory 6 consecutive times should ensure any data is unrecoverable.

## **Personal items accidentally shipped**

Please be aware that we cannot be responsible for any items left in returned merchandise. Check all compartments and pockets in any bags or containers.

## **Damaged or Missing Items**

Please inspect your purchase carefully. Claims for damaged or missing items must be received within seven (7) business days from date of delivery.

Please see our Damaged or Missing Item Policy for further information.

## **PLEASE NOTE**

If any of the above conditions are not met, SWIS Surgical Video® reserves the right to refuse the return or charge a restock fee of not less than 15%, at our sole discretion.