



Terms & Conditions

Damaged Goods

Damaged shipments should be reported within 5 days of receipt.

If a shipment arrives damaged or if the box appears damaged...

- Note damage on the delivery bill and have the driver sign it, acknowledging the damage.
- Contact Customer Service within 5 days of receipt to start processing an insurance claim. An order will be entered at that time to replace the merchandise.
- Save the container and merchandise for inspection.

Missing or Wrong Items should be reported within 5 days of receipt.

If your order is missing items or has been incorrectly filled, please contact Customer Service.

Returns

The following terms apply to orders placed with Performance Health

Terms are subject to change at the discretion of Performance Health. Please call customer service at 1.800.665.9200 for a copy of the most current version.

All returns must be authorized by Performance Health prior to receipt. Product must be returned within 90 days from date of invoice. Authorization is valid for 30 days. Return material authorization (RMA) may be obtained by contacting Customer Service by phone: 1.800.665.9200, or email: customersupportCA@performancehealth.com Monday through Friday from 8:00 a.m. – 6:00 p.m. ET.

Freight and restocking may apply as noted in the Restocking Fee Scheduled listed below.

Unauthorized returns may be returned to the customer at their expense, destroyed at the discretion of Performance Health without credit being issued to customer, or subject to additional charges.

Issuance of an RMA does not guarantee credit. Credit issuance is dependent on confirmed receipt/review of returned products and is subject to the other terms of this policy.

This policy applies to all customers unless superseded by a separate written agreement that includes specific return material terms and conditions.

Due to the COVID-19 outbreak certain categories and quantities purchased will no longer be accepted for returns in order to protect our customers and employees:

Products impacted by COVID-19:

- Hand Sanitizers

- Disposable Apparel
- Surface cleaners and disinfectants
- Thermometers
- Stethoscopes
- Pulse oximeters
- CPR, Oxygen and Accessories
- BP Monitors
- BP Cuffs
- Pillows, Sheets, Pillowcases
- Table Paper
- Gloves

This list is not all inclusive and subject to change.

Products matching any of the conditions below will also not be accepted for return:

- Products purchased more than 90 days from date of invoice
- Products considered hazardous material
- Dining or hygienic products (for health reasons we are unable to accept returns or exchanges)
- Special or custom products made to customer specifications or sold as non-returnable
- Products returned in altered or damaged packaging, in packaging other than original packaging, or FDA regulated products
- Products in unsalable units of measure
- Discontinued product
- Returns prohibited by federal, provincial, local law and regulations
- Products with less than 3 months' shelf life remaining based on expiration dates
- Third party vendor products that require a vendor return authorization are subject to the vendor's return policy and applicable fees

Return Procedure

After obtaining an RMA, each returned package must include the following information:

- RMA number and or RMA confirmation included/noted each package
- Invoice/Order number included/noted on package

- Package number identification on each returned package (e.g., 1 of 3, 2 of 3, 3 of 3)

All return shipping expenses, unless a result of a Performance Health error, are paid by the customer. Product must be returned within 30 days of receiving RMA number.

For all returns, we will credit your account for returned product, minus applicable restocking fee, once product has been received, inspected and confirmed to be in resalable condition. Credit will not be issued for product received in non-resalable condition. The customer is responsible for properly packaging and protecting product during shipment back to Performance Health.

Performance Health must be notified of any credit disputes within 90-days issuance of return material authorization.

Restocking Fees:

| Days Elapsed | Applicable Restocking Fees |
|----------------------|----------------------------|
| 0-30 Days | No fee |
| 31-60 | 15% |
| 61-90 | 25% |
| Greater than 90 Days | Not returnable |

Short and Damaged Product

- Claims of order shortages (e.g., invoiced but not received) and damages must be reported within five (5) business days of receipt of goods
- All claims of shortage will require inventory verification. If a shortage is not validated during the cycle count process, credit will not be issued

Report Suspected Fraud

If you suspect that your login information has been misused by other parties or fraudulent ordering is occurring on your account, please change your password and contact Customer Service immediately.

Product Warranty

Limited Product Warranty

Performance Health warrants that all products shall be free from manufacturing defects for a period of one year from the date of shipment. OTHER THAN THE FOREGOING WARRANTY, Performance Health MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER MATTER RELATING TO THE PRODUCT. Customer must notify Performance Health of any manufacturing defect within five days of discovery of the defect. Upon a determination by Performance Health that the product is defective,

Performance Health's sole and exclusive obligation shall be to provide customer with a replacement product or a full refund of the purchase price, at the sole discretion of Performance Health and to reimburse customer for any return freight costs. In no event shall Performance Health be liable for any other costs or expenses including lost profits or direct, indirect, consequential, incidental or punitive damages. In the event the product includes a warranty card or extended warranty from the manufacturer, customer's sole recourse under such warranty shall be against the manufacturer. The warranty set forth herein shall govern all purchases, notwithstanding any inconsistent terms and conditions of customer's purchase order.