

CONDITIONAL RETURN POLICY

Ivy Biomedical Systems offers a conditional return policy as outlined below for any of our regularly priced accessory items that: were ordered in error, no longer needed, or are otherwise not defective.

Returns

- All returns must be approved in advance by Ivy Biomedical Systems.
- Requests for returns must be made to Ivy Biomedical Systems within 30 days of shipment of the product. A corresponding invoice number is required for all returns.
- Any accessory item packaged in a sealed plastic bag which has been opened, marked, defaced, damaged, used, or is missing any original packaging, labeling, operating instructions, or is otherwise in unsaleable condition, is **non-returnable**.
- All returned items must include an RMA (Return Materials Authorization) number issued in advance by Ivy Biomedical Systems.
- Acceptance for any returned item is at the sole discretion of Ivy Biomedical Systems, and we reserve the right to change or modify this policy without notice.

Refunds

- Upon receipt, returned items will be inspected to ensure compliance with our stated return policy, and a notification will be provided regarding your return and refund eligibility status.
- Unopened, saleable items that conform to the terms of our return policy will be credited for up to 75% (net of any applicable restocking fees) of the original invoice price within 5 business days of approval.
- A 25% (or \$25.00 minimum) restocking fee will be assessed for all approved returned items.
- Shipping and handling fees and charges are non-refundable.

Shipping

- The customer is responsible for paying the shipping costs associated with returning items to Ivy Biomedical Systems for a refund.
- Ivy Biomedical Systems is not responsible for any shipping charges that may be incurred for any items shipping back to the customer.