

medi USA Orthopedics & Prosthetics - Satisfaction Guarantee Policy

- All medi USA O&P products offer a 30-Day Satisfaction Guarantee (not applicable to damaged products). Prosthetic Feet will qualify for a 60-Day Satisfaction Guarantee. Credit will be given after product inspection has taken place by medi USA.
- RMA's will be given for all applicable orders requested within 30 Days. Once an RMA is provided, all returns must then be received by medi USA within 10 business days to avoid a 20% processing fee. RMA's will be valid for 30 Days once provided to the customer. Product returned without proper authorization, or later than 30 days may be returned to the dealer, applicable freight charges will be the responsibility of the customer.

When does the 30-day period begin?

- For return requests for any product that has been provided to a patient but did not work out for any reason that falls under "Satisfaction Guarantee", the 30-Day period will always begin from the date of delivery to the patient.
- For return requests for any product that is still completely unused and never provided (or fit) for a patient, the 30 Days begins from the date of sale to the customer. In these cases where a return is requested beyond the 30 Days, the RMA will still be provided and a re-stock fee will apply. Depending on how much the 30-day duration is exceeded, Customer Service (CS) will use their judgement to determine if the product is returnable.
- For return requests for any product that is still completely unused and never provided (or fit) for a patient and exceeds the \$1000 amount described in the policy (with the exception of knees and feet), CS will explain the policy and that inventory returns over this amount can be processed through the Territory Business Manager (TBM). Once the TBM has addressed the return request to make sure we are not being replaced by a competitor and feels that it is necessary to process the request, an Account Action Form (AAF) must be submitted with a Return Request Form attached for processing. If it is outside of 30 Days, re-stock fees will then apply. Depending on how far outside of 30 Days, AAF approval will be subject to the Regional Sales Manager's (RSM's) approval to determine if the product is returnable.
- Prosthetic Knees or Feet that qualify – can be processed w/out rep or manager notification.
- All other returns <\$1000 that qualify – can be processed w/out rep or manager notification.
- All other returns >\$1000 that qualify must go through TBM via email from CS with cc to RSM (qualifies as long as the TBM is informed inside the 30-day time period).

Orthopedics & Prosthetics Freight Policy

- All O&P orders >\$1000 (must exceed \$1000 in product(s) other than prosthetic knees & feet, which do not qualify on their own,) will qualify for medi Free Freight.
- All O&P customers are guaranteed 3-Day shipping. 3rd-Day shipping at Ground Rates will be provided for any customer outside of a 3-day UPS Ground range. medi Free Freight policy will include 3rd-day shipping for all applicable (Western US) customers.

Orthopedics Warranty

- 12-month warranty on rigid product knee braces.
- 6-month warranty on soft products.

Prosthetics Warranty

- 3 years on Feet.
- 2 years on Knees and Clever Bone.
- 6 months on liners.
- 6-month compression guarantee on Shrinkers.
- 3 months on Suspension Sleeve and Night Care Garments.