

RETURN POLICY & CONDITIONS**Return Policy**

Returns will be accepted in resalable condition within **60 days of the invoice date**, unless otherwise specified by manufacturer return guidelines. Once a Return Authorization Number has been issued, customers have 30 days to return the item(s).

Return Authorization Process

Upon issuance of a Return Authorization Number, you will have **30 days** to package and ship your return. Once the return has been received and evaluated, a credit will be posted to your account for the value of the returned goods. Returns that do not have a valid Return Authorization Number or returns received after 30 days may be subject to a processing fee or will be returned to sender without credit.

Return Conditions

Returned items must be in their original packaging and in resalable condition. Altered, discontinued, clearance, custom ordered, equipment, expired, and items not purchased from Cascade Orthopedic Supply, LP will not be accepted.

Return Fees*Non-Stock Items*

Once a non-stock item return is qualified and processed, it may be subject to a restocking fee. Restock fees are assessed during the return to manufacturer authorization process and are subject to change based on manufacturer specific return policies.

Out of Policy

If a return is sent without a valid Return Authorization Number or received after 30 days, it may be subject to 15% processing fee or a flat rate processing charge.

Return Exceptions**Replacement Items*

For returns that require a replacement, a credit will be applied to your account and a new invoice will be issued for the replacement item.

Warranty Returns

Items returned under warranty will follow manufacturer specific guidelines. Warranty items may require additional support documentation in the form of warranty cards, replacement serial numbers, or patient information. In the event the manufacturer does not accept the product for warranty coverage, the credit may be reversed and/or reduced by any manufacturer assessed fees.

Custom Items

Any custom made or altered items are not eligible for return.

Trial Items

Any items with trial periods are eligible for return based on manufacturer specified trial periods.

Return Shipment Charges

Return shipping charges are paid by the customer.

Return Locations

Regardless of origin, please send your returns to your Default Distribution Center unless otherwise instructed.

**Please note, all Return Exceptions are subject to manufacturer specific policies and are considered pending until approved by the manufacturer.*



RETURN SHIPPING INSTRUCTIONS

1. Obtain a Return Authorization Number from Cascade Orthopedic Supply, LP:
 - a. Contact Customer Service by phone at (800) 888-0865, email orders@cascade-usa.com, or Live Chat online. Please have the date of purchase, invoice number, and reason for return available.
 - b. If you have an active website account, visit us online at www.cascade-usa.com. You will find return instructions under your account profile in the "Orders and Returns" section, where you can click on "Items to Return" and follow the instructions. Once you submit the return, a Customer Service Representative will review the request, issue a Return Authorization Number, and provide shipping instructions for the eligible items.
 - c. If you have an OPIE account, you may submit a request for a Return Authorization from your "Completed Orders" page. Upon saving the request, a tentative Return Authorization Number will be displayed automatically. Please wait for a Cascade Customer Service Representative to review the request, confirm the Return Authorization Number, and provide shipping instructions for the eligible items.
2. Package your items securely and include the Return Authorization (if possible).
3. Be sure to clearly label the outside of the package with the Return Authorization Number.
4. Affix a shipping label to the package, making sure no other shipping labels are showing.
5. For UPS, drop your package off at your nearest UPS location or schedule a pickup. For all other carriers, please follow their shipping and pickup instructions.
6. To check on the status of your returns or credits, please Contact Customer Service by phone at (800) 888-0865, by email at orders@cascade-usa.com, or by Live Chat online. You can also visit the "Returned Products" tab under the "Orders and Returns" section of your Cascade website account or the "Returned" Orders section on OPIE.