



RETURN POLICY

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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.*