



## **Interventional Systems Return Policy**

Thank you for choosing Interventional Systems as your trusted provider of medical devices and medical disposables. We strive to ensure your complete satisfaction with every purchase. In the event that you encounter any issues, we have implemented the following return policy to address your concerns effectively.

### **Faulty Goods:**

- a. If you receive a defective or faulty product, please contact us within 14 days of receiving the item to report the issue.
- b. We may request additional information or evidence to assess the problem and determine the best course of action.
- c. Upon verification of the defect, we will provide a replacement or issue a refund, depending on your preference and product availability.

### **Wrongful Order Processing:**

- a. If we process your order incorrectly, resulting in the shipment of the wrong product or an incorrect quantity, please notify us within 14 days of receiving the item.
- b. We will arrange for the return of the wrongfully shipped item and ship the correct product to you at no additional cost.

### **Return Conditions:**

To be eligible for return, the product must be:

Unused, in its original condition, and in its original packaging (where applicable). In terms of medical disposables, it is essential that both primary and secondary packaging be preserved and undamaged.

Accompanied by any accessories, manuals, or documentation that were included with the product at the time of purchase.

Interventional Systems reserves the right to refuse returns that do not meet these conditions or that are outside the specified return period.

### **Return Procedure:**



- a. Before returning any product, please contact us at [support@interventional-systems.com](mailto:support@interventional-systems.com) to obtain a Return Merchandise Authorization (RMA) number.
- b. The RMA number should be clearly marked on the outside of the return package.
- c. Products returned without an RMA number may experience delays in processing or may not be accepted.
- d. We recommend using a trackable shipping method to ensure the safe return of the product.

**Exemptions:**

- a. For health and safety reasons, we cannot accept returns for any medical devices or disposables due to errors caused by the buyer, such as incorrect ordering, product selection, or any other mistakes on the buyer's part.
- b. This exemption is in place to maintain the integrity and safety of our products, ensuring that only unused and unopened items are utilized in medical settings.

**Additional Points:**

- a. Refunds will be issued using the original payment method or as a store credit, depending on your preference and the circumstances of the return.
- b. Refunds and replacements are subject to the availability of the desired product or a suitable alternative.
- c. Returns must be shipped back to our designated return address within 5 working days upon receiving our confirmation.

Please note that this return policy is subject to change without prior notice. We encourage you to review the policy each time you make a purchase. Our team is here to assist you throughout the return process, and we appreciate your cooperation in following these guidelines.

If you have any further questions or require clarification, please don't hesitate to contact our customer support team. We value your business and aim to provide you with the best possible service.