



## **MONEY BACK GUARANTEE AND DEVICE RETURN INSTRUCTIONS**

### **30-DAY REFUND**

Your AVACEN comes with a 30-day Money-Back Guarantee, minus a 10% restocking fee and actual shipping costs.

You need to be the original purchaser and;

- (1) Within 30 days of the AVACEN device delivery to you request a Return Merchandise Authorization (RMA) from [RMA@avacen.com](mailto:RMA@avacen.com) and ship the AVACEN device back within 10 days of receiving your RMA approval and;
- (2) Return the AVACEN device in a "like new" condition, including manuals and re-packed in the same manner as received using the original shipping container.

An accepted Equipment Purchase Agreement (either online or written) is required prior to shipping to qualify for any refund.

**NOTICE:** Special discount packages containing multiple devices do not qualify for 30-day return program (you should be familiar with the AVACEN device prior to ordering multiple devices).

### **RETURN DETAILS**

**YOU MUST WRITE THE RMA NUMBER ON THE OUTSIDE OF THE RETURN BOX**

Your Return Merchandise Authorization (RMA) Number can only be issued by AVACEN Medical Customer Service. Returns WILL NOT be accepted without a valid RMA.

**INSTRUCTIONS:** Return **ALL** received items in the **original shipping box**: AVACEN device, power supply & cord, unused mitts and user guide.

Please allow time for proper inspection of returned products. Refunds will be processed within 15 days after a return is received.

**IMPORTANT:** *If the device is returned in a condition other than 'like new', you will be charged to repair and return the device to a 'like new' condition. These charges will be deducted from your refund, if any. You are not required to purchase insurance if you return the device using, FedEx, UPS or DHL.*

**RMA RETURN SHIPPING LABEL:** This will be emailed to you along with your RMA number by AVACEN Medical Customer Service. This is NOT a prepaid label. You must make arrangements to pay for shipping when you drop it off at the shipper.