

# GE Healthcare



## **RETURN GOODS PROCEDURE**

All returns must be authorized in writing by the GE Healthcare Customer Service Department (1-800-292-8514). Unauthorized returns will not be eligible for credit.

All authorized products returned for credit must be in the original unopened package. Product must be returned in the same billing units as sold. Any product that has been involved in the following will not be eligible for credit: a sacrifice; bankruptcy sales; salvage procedures; deterioration; exposure to - heat, cold, water, smoke, fire or any other conditions that may cause deterioration.

Any customer wishing to return product purchased from GE Healthcare should follow the procedure shown below in order to receive proper credit.

### **PROCEDURE**

If product is received in a frozen, damaged, or otherwise unsalable or unusable condition or as the result of a GE Healthcare shipping or order error, the Customer Service Department should be contacted immediately at 1-800-292-8514 for authorization and specific instructions regarding the return of that product. They will review with you the items to be returned (please have the following information available regarding your return):

- **Your ship to account number**
- **Your debit memo number (if applicable)**
- **The reason the return is being made (e.g., order error)**
- **The quantity being returned**
- **The product code**
- **The product description**
- **LOT/Batch number**
- **Damage pictures are required**
- **The original purchase, invoice number and date**

**GE Healthcare highly recommends Customer not to reject the shipment to delay the return process.**

The GE Healthcare Representative will determine if the product is eligible to be returned, and if so will complete a Return Goods Authorization Form (a separate form is required for each reason for return) and will provide it to you. Please sign the authorization form, keep a copy for your records and enclose a copy of with your return to the GE Healthcare Distribution Center.

All GE Healthcare product(s) returned must be returned TRANSPORTATION CHARGES PREPAID directly to GE Healthcare unless specifically authorized by GE Healthcare. If product is received frozen and returned for this reason the Bill of Lading must be marked "Received Frozen".

Once the product is received at GE Healthcare's Distribution Center, if appropriate, credit will be issued approximately two to four weeks after the return is received. Any questions you have regarding the credit may be directed to GE Healthcare's Customer Service Department at 800-292-8514.

\* The states of Georgia and North Carolina are subject to different guidelines based on state regulations.

\* The Return Goods Procedure is subject to change from time to time with prior notice to Customer.