



## **Return Goods Policy**

Encompass will gladly accept returns and issue credit for incorrect and damaged products when reported within **2 Business Days upon receipt of shipment**. A freight account number will be given for the return charges. All returns must be authorized by Encompass prior to receipt. In an effort to minimize delays in resolving shorts or damage claims, customer is required to count all receipts prior to customer's acceptance of the delivery from the carrier. All damages and shortages must be noted on the carrier's freight bill or bill of lading.

Products being returned because of customer error, e.g. wrong color, size, decision change, overstock, etc., will be subject to a 25% restocking fee (25% restock fee effective January 1, 2021)– customer pays freight back to Encompass Group.

Encompass Group will authorize the return of all products in salable condition with the following **exceptions**:

- Products not purchased from Encompass
- Products purchased more than 3 months prior to the return request.
- Special or custom products made to customers specifications.
- Products returned in defaced or other than original packaging.
- All Supply Direct products that cannot be returned to the supplier.
- Products that have been processed and therefore not resalable.
- Products that have been discontinued.
- Sterile Products
- No Partial Carton/Case less than (Unit of measure sale)

## **Authorization**

An Encompass Account Manager must authorize all returns and credits. Requests should ONLY be submitted by email please. Authorization will only be valid for 45 days. Any product received without prior approval and required RMA # will not be credited.

## **Return Procedure**

Each return must include the following information:

1. Purchaser name and address
2. Purchaser purchase order number
3. Quantity, item number and item description
4. Reason for return.

## **Return Policy Procedures**

- *Shortage Claims* – Report all short shipments to Customer Service within 2 business days of receipt of shipment. Have the packing list available for shipment identification.
- *Shipping Discrepancies* – Report all shipping inaccuracies to Customer Service within 2 business day of receipt of shipment. Have the packing slip available for shipment identification.
- *Freight Damage* – Upon receipt of shipment check all packages for visual damage. If found, note on freight bill/signature page or have driver note on freight bill/signature page. All damage, visible or concealed, must be reported to Customer Service within 2 business days of receipt.

## **Warranties and Liabilities**

Encompass warrants that any product it manufactures or has made according to its specifications, will meet the claims set forth in its labeling and packaging requirements. Unless the product is used in accordance with the directions on its labeling, this warranty is void and of no effect. Any other products distributed by Encompass only carry any warranties made by their manufacturers and are not warranted by Encompass in any manner whatsoever. THERE ARE NO OTHER EXPRESSED OR IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE SOLE OBLIGATION OF ENCOMPASS AND, PROVIDER'S AND ITS PROVIDER FACILITIES' EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY SHALL BE, AT THE OPTION OF ENCOMPASS, TO REPAIR OR REPLACE THE PRODUCT. ENCOMPASS SHALL NOT BE LIABLE FOR PROXIMATE, INCIDENTAL OR CONSEQUENTIAL DAMAGES. MORE SPECIFIC WARRANTIES MAY ACCOMPANY INDIVIDUAL PRODUCTS.