

## Return Goods Policy: Medical Systems Group Products

Olympus will accept products for return under the following conditions:

### RETURNS FOR CREDIT

Products returned for credit must be returned in original packaging with all accessories and documentation included. In the case of multiple products purchased as part of a promotional kit or single stock keeping unit (SKU), all products in such kit or SKU must be returned for such kit or SKU to be credit eligible. Incomplete product returns will not be accepted for credit.

Products will not be eligible for credit return if the product is defaced, altered, damaged, or is otherwise in non-saleable condition. Sterile products must be returned in full-box quantities with the outer seals and shrink-wrap intact. Sterile products with broken seals, over labeling, or where the product or sealed packaging has been tampered with will not be accepted for credit return. Credits will be issued against buyer's account only; no cash refunds will be issued.

Custom orders or custom-manufactured products are not returnable. In addition, Olympus will not accept the physical return of chemicals.

Products processed in error by Olympus can be returned for full credit if the item is returned within 90 days of order fulfillment.

### CAPITAL PRODUCTS

Except in the case of an Olympus processing error as described above, capital products may be returned as set forth below:

- **Returns within 90 days:** Products may be returned less a 20% restocking fee.
- **Returns after 90 days:** Products not eligible for return.

### NON-CAPITAL PRODUCTS

Except in the case of an Olympus processing error as described above, non-capital product may be returned as set forth below:

- **Returns within 30 days:** Products may be returned for full credit.
- **Returns within 31-90 days:** Products may be returned less a 20% restocking fee.
- **Returns after 90+ days:** Products not eligible for return.

### RETURN MERCHANDISE AUTHORIZATION PROCESS

All returns must have prior Return Merchandise Authorization (RMA) from Olympus before shipment. All returns must be sent prepaid by customer to Olympus and the RMA number must be prominently displayed on the shipping carton and shipping documents. If the return is due to an Olympus error, Olympus will bear the cost of returning the item to San Jose, CA. Products returned without an RMA or outside this policy will be returned to customer with an explanation. To return products to Olympus, please contact our customer service department at (800) 848-9024, Option 2 to obtain a Return Merchandise RMA. RMAs are valid for 30 days from date of issuance.

To comply with OSHA Bloodborne Pathogen standards and U.S. carrier regulations, all used medical devices returned to Olympus for any purpose must be properly decontaminated or sterilized. Customers should include a signed Decontamination Certificate in the return package to permit such returns. Products received without a signed Decontamination Certificate will not be accepted and will be returned to customer.

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## WARRANTY ISSUES

For Olympus Limited Warranty issues, customers should contact Olympus at +1-800-537-5739, or refer to the limited warranty included with the products at the time of sale or available at: <https://medical.olympusamerica.com/sites/default/files/pdf/OlympusTermsAndConditionsOfSale%28Medical%29.pdf>.

## PRODUCT COMPLAINTS

To report a complaint, including any adverse event, customers should contact Olympus' Technical Assistance Center by phone at +1-(800)-848-9024, Option 1, or by email at [complaints@olympus.com](mailto:complaints@olympus.com). Complaints submitted by email should include a completed Customer Problem Report available at: <https://medical.olympusamerica.com/sites/default/files/pdf/11F372.doc>.

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