



## Induce Biologics Return of Goods Policy

Induce Biologics is committed to honoring the altruism of tissue donation. In accordance with this commitment, Induce Biologics maintains the following policy with regard to Product returns.

**Procured Products.** For products that have been purchased by a Facility, Induce Biologics may accept returned Products for credit or exchange (less a handling/restocking fee) based on the following criteria:

- a. Product must be returned within 30 days from the date of receipt.
- b. Product packaging must be intact and unopened.
- c. Packaging must not contain any additional marks or labels beyond those provided by Induce Biologics.
- d. Product must have been maintained according to the specified storage conditions indicated on the package label.
- e. Prior to returning a Product, Customer must contact Induce Biologics Customer Service department at 888-864-4906 or email [CustomerService@InduceBiologics.com](mailto:CustomerService@InduceBiologics.com) for a Return Material Authorization Number (RMA). Customer must provide written confirmation on the Induce Biologics RMA Form that the Product has not been compromised and is still suitable for implantation. Customer must provide confirmation that Products were stored, handled, and transported per the specifications provided in the Product's IFU. Returned Products are subject to Induce Biologics' evaluation of the integrity of the returned goods packaging, labeling, and state of visual indicators of temperature exposure and package integrity.
- f. Customer must complete, sign and return an Induce Biologics RMA Form with the returned Product. A Credit Note cannot be issued if the RMA Form has not been completed by Customer and Product return approved by Induce Biologics on an RMA form.
- g. Responsibility for facilitating return shipping arrangements including cost of shipping must be assumed by the Customer.
- h. All returns of previously purchased Product are subject to a 20% restocking fee.
- i. Credits will be issued at the sole discretion of Induce Biologics. Credit will not be issued for Products returned with defects due to Customer's negligence in the handling, storage, or shipping of returned Products.
- j. Returns must be shipped to Induce Biologics within 5 days from the date of receipt of the RMA Form, or the return will not be accepted. Couriers with tracking capability must be used.
- k. Returned Products not accepted for credit will become the property of the Customer.

**Consigned Products.** For product which has been placed into consignment inventory with the Customer, Induce Biologics may request return of Consigned Inventory based on the following criteria:

- a. Induce Biologics may request Product be removed from Consignment Inventory and returned to Induce Biologics if it is not used by Customer within six months.
- b. A restocking fee is not applicable for Consigned Inventory unless the units have been damaged
- c. Upon Expiration or Termination of the Agreement, the Customer, at its sole cost and expense, will return to Induce Biologics all Consigned Inventory. Induce Biologics will credit all undamaged Consigned Inventory returned against Customer's Consigned Inventory levels and invoice Customer for any Product not returned.
- d. In the case of a discrepancy in Consigned Inventory levels, the parties will work together in good faith to resolve such discrepancy.
- e. Packaging must not contain any additional marks or labels beyond those provided by Induce Biologics.
- f. Product must have been maintained according to the specified storage conditions indicated on the package label.

Customer Service Contact Info:

Phone 888-864-4906

email [CustomerService@InduceBiologics.com](mailto:CustomerService@InduceBiologics.com)