

Returned Goods Policy

- A. The customer assumes full responsibility for all of the requested TMJ Implants, Inc. ("TMJI") products from the time of receipt, until the products are returned to TMJI.
- B. Implantable products and disposable condylar sizers are supplied sterile. Instruments, Fossa-Eminence Sizers, and Allergy Tablets are supplied non-sterile. Refer to the Instructions for Use (TMJI Label Codes 1-084 and/or 1-085) for sterilization instructions.
- C. Within one (1) business day following the scheduled surgery date, all Instruments, Fossa-Eminence Sizers, and unused sterile components must be returned to TMJI via overnight courier service. A prepaid shipping label is provided for return shipment and serves as the Return Authorization. Applicable shipping and handling costs will be charged to the customer.



- D. Prior to return, Instruments and Fossa-Eminence Sizers must be cleaned, free of gross contamination, and sterilized or a *Biohazard Cleaning Fee* will be applied.
- E. Any items not returned to TMJI within seven (7) business days of the scheduled surgery date will be billed to the customer.
- F. Freight insurance is **not** required, if using the prepaid shipping label furnished. TMJI is not responsible for any costs related to shipments made using any other method.

- G. In the event that no items are used, a *Restock Fee* of \$100.00 will be applied for each side of the TMJI Prosthesis System (Right/Left), plus applicable shipping and handling charges.
- H. TMJI claims no responsibility if the customer resterilizes or reuses items labeled for *Single Use Only*.
- I. If the outer individual component package is opened, damaged, marked upon, or otherwise disfigured, a 20% *Restock Fee* will be applied.
- J. If the inner sterile individual component package is opened, damaged, marked upon, or otherwise disfigured, the product is **not returnable**.
- K. Patient-Specific™ Products are **not refundable** and **not returnable**.



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