

United States

Return Goods Policy

All returns of products purchased from Teleflex LLC (“Teleflex”) must be authorized by Teleflex and made within 60 calendar days of the invoice date or for non-conforming or defective products, within the applicable warranty period and in accordance with all applicable warranty claim procedures. To request a return goods authorization (RGA), contact Teleflex Customer Service by phone at **866-246-6990** or by email at cs@teleflex.com. RGA requests must include:

- Customer account number
- Customer purchase order number or Teleflex invoice number
- Teleflex product number and the quantity being returned
- Teleflex lot or serial numbers and, if applicable, expiration dates
- Reason for return

RGAs are valid for 60 calendar days from issuance date. All authorized returns must reference the assigned RGA number and be shipped freight prepaid by customer to the Teleflex location indicated in the RGA with confirmation that the product has been stored according to label storage conditions as applicable, except Teleflex will pay customer’s reasonable documented shipping costs for authorized returns of (a) products shipped in error by Teleflex that are returned within 60 calendar days of the invoice date or (b) non-conforming or defective products that are returned within the applicable warranty period. Unauthorized returns may, at Teleflex’s discretion, be returned to customer at customer’s expense or destroyed by Teleflex, without credit being issued to customer.

Eligible Returns and Credit

Subject to the other provisions of this policy, credit will be issued at the net purchase price for authorized returns of (a) products shipped in error by Teleflex that are returned within 60 calendar days of the invoice date or (b) non-conforming or defective products that are returned within the applicable warranty period. For all other authorized returns, credit will be issued at the net purchase price of the products minus a 30% restocking fee.

Credits for returned products are conditioned upon Teleflex’s inspection and approval of the products upon receipt. If Teleflex determines, in its discretion, that any of the products are ineligible for return, customer will not receive a credit, even if an RGA was issued.

Ineligible Returns

- Products damaged in transit. Carrier is responsible and should be contacted by customer.
- Products shipped in error by Teleflex that are returned more than 60 calendar days after the invoice date.
- Products in altered or damaged packaging or in packaging other than the original packaging.
- Products returned in a quantity less than Teleflex’s original unit of sale.
- Products with less than six months shelf-life remaining based on expiration dates.
- Products that are opened, altered, abused, improperly stored or otherwise not in saleable condition.
- Products that are special order, private label or otherwise custom, or that are discontinued.
- Products modified or repaired by anyone other than an authorized Teleflex representative or further manufactured, packaged or processed.
- Returns prohibited by state law. Each state has individual pharmacy laws; all returns of products containing pharmaceutical components are subject to approval of Teleflex Regulatory Affairs.

Exceptions and Special Handling

Products being returned for repair (e.g., instruments, equipment) must be accompanied by an approved repair notification, which may also be arranged through Teleflex Customer Service. Customer is responsible for the costs of any repair not covered by a written limited warranty.

Teleflex’s Interventional Urology products (e.g., UroLift® System and related kits, scopes and accessories) are non-returnable unless the products (a) were shipped in error by Teleflex and are returned within 60 calendar days of the invoice date, (b) are non-conforming or defective and returned within the applicable warranty period, or (c) are ones which Teleflex specifically authorized in writing for return. For catalog nos. UL-SCOPE and UL-SCOPE4 only, Teleflex Interventional Urology also offers a factory exchange replacement at a discount rate if damage occurs to those Products by customer within 12 months of the original delivery date. To request an RGA for any of Teleflex’s Interventional Urology products, contact Teleflex Interventional Urology Customer Service by phone at **877-408-9628** or by email at UroLiftCustomer@teleflex.com.