



Your Source for Power Injector
Syringes and Servicing

RETURNS

Sterile products are NON-RETURNABLE, unless A) they are defective, or B) Steriatics shipped an incorrect product or quantity. Defective products will be replaced at no charge as long as the defect has not resulted from user neglect, misuse of the product or utilization of the product outside of the operating instructions.

A Return Authorization Number (RAN) is required if a defective product or incorrect shipment needs to be returned; the RAN must appear on all paperwork. All returned items must be shipped in undamaged condition and in the original packaging, with only the RAN-approved product lot numbers and the original packing list or invoice.

Steriatics will not accept any product returns with biohazard contamination and any returned items are to be sent prepaid by the customer.

No returns will be allowed if past 30 days from the invoice date, except for defective products which are honored in accordance with our warranty and return procedures. Credits exclude shipping and handling charges and any refunds will be for the merchandise value only. Please contact Steriatics Customer Service at 614-453-1010, Monday through Friday from 8:30am-5pm ET so that we can evaluate your situation.