

Overstock Returns

Kimberly-Clark Health Care will accept product returns, subject to the following terms:

1. Request a Return Goods Authorization (RGA) by accessing an Overstock Form through our Internet Marketplace at <http://www.kchealthcare.com/overstock.asp>. If access to the internet is not available, overstock return requests may be faxed to 920-225-3665. Provide the quantity to be returned and the Kimberly-Clark Health Care catalog number.
2. A 25% restocking fee will apply for returns under ten (10) units per returning location. For returns over 10 units, no restocking fee applies.
3. Kimberly-Clark Health Care will review the products and quantities requested for return and issue a Return Goods Authorization (RGA) for the authorized product. Unauthorized returns will not be accepted.
4. Authorized products must be returned in one shipment, freight prepaid by Distributor to the Kimberly-Clark Health Care Distribution Center designated by the RGA.
5. Returns must be shipped within fourteen (14) calendar days after the RGA date of issue.
6. A packing list must be included in the return shipment listing the products by Kimberly-Clark Health Care catalog number and quantities being returned. The RGA number authorizing the return must be included on the packing list. Upon review and inspection of returned products, Kimberly-Clark Health Care will issue a credit for authorized products meeting the criteria for return.
7. The RGA number and the amount deducted must be referenced on the remittance advice if the value of the returned goods is deducted from a payment to Kimberly-Clark Health Care.
8. All credits are valid for ninety (90) days from date of issue.
9. All unauthorized deductions will be denied and the Distributor will be charged back in the form of a denial letter. Unauthorized deductions include, but are not limited to, product returned that was not authorized or that was not received in saleable condition.
10. Failure to repay unauthorized deductions may result in withholding payment for an incentive/promotion program or any other steps deemed appropriate by Kimberly-Clark Health Care.

Return Criteria:

1. Kimberly-Clark Health Care Product currently in production. Obsolete or discontinued product is not returnable.
2. Product must be in saleable condition. Units must be unopened, undamaged, unmarked and in the original Kimberly-Clark Health Care packaging.
3. Products purchased as a result of specific purchasing programs (ie: Pandemic Orders, etc) and that exceed current demand, based upon a rolling six-month average, are not returnable

The following products are not returnable

1. Opened or partial cases
2. Custom/Build to Order Products
3. Private Label Products
4. Gloves older than eighteen (18) months from date of manufacture
5. Products that are expiration dated and have less than 24 months dating remaining unless ordered and received within 90 days of the return request
6. The following medical devices are not returnable: PyTest, Clo-test, Microware, Equipment (Temperature Therapy, Baylis RF Generators, Microcount), Baylis pain management products, and any product containing prescription drugs.
7. Kimberly-Clark Professional Products including wipers, facial tissue, bath tissue, soaps, hand towels, and safety.
8. Kimberly-Clark Consumer Products including diapers, incontinence products, child care and feminine hygiene products