



Overstock Returns

Halyard Health will accept product returns, subject to the following terms:

- Request a Return Goods Authorization (RGA) by accessing an Overstock Form at <http://www.halyardhealth.com/overstock-returns.aspx>. If access to the internet is not available, overstock return requests may be faxed to 1-877-754-6755. Provide the quantity to be returned and the Halyard Health catalog number.
- A 25% restocking fee will apply for returns under ten (10) units per returning location. For returns over 10 units, no restocking fee applies.
- Halyard Health 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.
- Authorized products must be returned in one shipment, freight prepaid, to the Halyard Health Distribution Center designated by the RGA.
- Returns must be shipped within fourteen (14) calendar days after the RGA date of issue.
- A packing list and copy of the RGA must be included in the return shipment listing the products by Halyard Health 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, Halyard Health will issue a credit for authorized products meeting the criteria for return.
- 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 Halyard Health.
- All credits are valid for ninety (90) days from date of issue.
- All unauthorized deductions will be denied and 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.
- Failure to repay unauthorized deductions may result in withholding payment for an incentive/promotion program or any other steps deemed appropriate by Halyard Health.

Return Criteria:

- Halyard Health Product currently in production. Obsolete or discontinued product is not returnable.
- Product must be in saleable condition. Units must be unopened, undamaged, unmarked and in the original Halyard Health packaging.
- Products purchased as a result of specific purchasing programs (i.e.: Pandemic Orders, etc.) and that exceed current demand, based upon a rolling six-month average, are not returnable.
- The following products are not returnable:
 - Opened or partial cases
 - Custom/Build-to-Order Products
 - Private Label Products
 - Gloves older than eighteen (18) months from date of manufacture
 - Products that are expiration dated and have less than 24 months dating remaining unless ordered and received within 90 days of the return request

- 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.