



Overstock Returns Policy

Overstock Returns O&M HALYARD will accept product returns, subject to the following terms:

- A 25% restocking fee will apply to all returns not due to O&M Halyard error.
- O&M HALYARD will review the products and quantities requested for return and issue an RGA for those products eligible for return. Unauthorized returns will not receive credit.
- Authorized products must be returned in one shipment, freight prepaid by the Distributor, to the O&M HALYARD Distribution Center designated by the RGA.
- Returns must be shipped within fourteen (14) days after the RGA date of issue.
- A packing list must be included in the return shipment listing the products by O&M HALYARD 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, O&M HALYARD 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 O&M HALYARD.
- All credits are valid for ninety (90) days from date of issue.
- 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 salable condition.
- Failure to repay unauthorized deductions may result in withholding payment for an incentive/promotional program or any other steps deemed appropriate by O&M HALYARD. Return Criteria:
 - Obsolete or discontinued products are not eligible for return.
 - Product must be in salable condition, unopened, undamaged, unmarked and in the original O&M HALYARD packaging.
 - Products purchased as a result of specific purchasing programs including but not limited to, Bulk Buys, Pandemic Orders, and Products purchased while on allocation, are not returnable.
- The following products are not eligible for return:
 - Opened or partial cases
 - Custom/Build-to-Order Products Terms and Conditions Acute Care Distributors Rev.2/1/2022
 - Private Label Products - Gloves older than eighteen (18) months from date of manufacture
 - Equipment, including but not limited to Temperature Therapy