



Puritan® Return Policy

Updated: January 1, 2020

Puritan stands behind our products and wants you to be satisfied with them. We do our best to take care of our customers and our goal is to work with you fairly and reasonably. Our intent is to build your trust and create a long-term relationship, however, should you need to return product the following terms and conditions apply:

- Contact your customer service representative to obtain a Return Goods Authorization (RGA) number. RGA number must be affixed to returned merchandise to assure proper credit.
- Faulty merchandise or merchandise shipped in error may be returned freight collect with prior approval.
- Merchandise (*see exceptions below) must be returned within 6 months from invoice date and must be in full case quantities with reference to the original PO number. Return freight must be prepaid. A restocking fee of \$25.00 per case will apply.

*Special/Custom Order items will incur a restocking fee of \$50 per case.

***All media filled products (Opti-Swab®, Unitranz-RT®, all liquid based media, ESK Sampling Kits, and PurSafe®) are considered final sale.**

- When calling for authorization, please provide the purchase order number, invoice number, product number, and number of cases to be returned.
- Authorization for return will be valid for 30 days from the date of issue.
- Puritan Medical Products Company LLC will fax or email a confirmation upon request.