



SKELETAL DYNAMICS, INC. - RETURN POLICY

At Skeletal Dynamics, customer satisfaction is our top priority. If you need to return or exchange one of our products, there are a few required steps to our process.

1. No product(s) will be accepted without an issued RMA number (Return Materials Authorization) from Skeletal Dynamics. Please email [Returns@Skeletaldynamics.com](mailto>Returns@Skeletaldynamics.com) to request a RMA.
2. All returned product(s) will be accepted for credit or exchange at the sole discretion of Skeletal Dynamics.
3. Product(s) returned to Skeletal Dynamics must be in its original packaging. Item(s) must be returned in new, unused and resalable condition.
4. No return of sterile product will be permitted at any time if the packaging/sealing has been opened or broken or the sterility date has passed.
5. All returns will be inspected prior to issuing a credit.
6. Any product may be returned within thirty (30) days of receipt for a full credit of the purchase price.
7. After thirty (30) days, any return will be subject to a restocking fee equal to 50% of the purchase price.
8. Restocking fees may be waived if exchanging for another item of equal or greater value.
9. No returns will be allowed for product(s) after one (1) year from purchase.
10. Return shipping costs will be at the customer's expense.

Please note that it is very important that the RMA number is clearly written on the outside of the shipping box. Packages received without an RMA number will not receive a credit and Customer will be responsible for any return shipping charges.