

MIBA SNIPS CC TRADING AS MEDEQUIP

RETURN GOODS POLICY AS OF 14 MAY 2018.

1. Goods may only be returned to MEDEQUIP after prior, written consent and approval from MEDEQUIP.
2. Sterile goods and surgical needles are excluded from the return goods policy and may in no case be returned to MEDEQUIP.
3. Discontinued items and products that cannot be used at least 24 months after the date of their return cannot be accepted as return goods.
4. Custom made articles, made to order items and all products not in the regular portfolio of MEDEQUIP may in no case be returned. This also applies to products with an individual marking in addition to the MEDEQUIP labelling.
5. Approval for return can only be granted as follows:
 - 5.1 above criteria are met
 - 5.2 goods are registered for return no later than ONE MONTH after date of invoice
 - 5.3 goods are still in their original packaging as supplied by the manufacturer
 - 5.4 production and quality standards have not changed since delivering
 - 5.5 provision of appropriate shipping and storage of goods must have been observed throughout the time since despatch from MEDEQUIP.
6. MEDEQUIP will invoice 10% or a minimum of R 1000 for re-stocking and product testing. The amount will be deducted from the credit note issued.
7. Shipping and/or handling charges of the original invoice will not be credited.
8. Shipping of return goods is to be prepaid by the shipping party.

The above is not applicable in case of complaint queries, return of loan equipment, wrong delivery or another reason where MEDEQUIP is the responsible party making a return necessary.

Faulty goods returned to MEDEQUIP are to be CLEAN, DISINFECTED OR STERILISED in order not to be a risk to the personnel handling the case. Items not fulfilling this requirement will be disposed of – credit will not be granted but expenses of disposal charged to the shipping party.

In order to allow for quick processing of your request, we ask you to fill in the form “Return of Goods for Credit” and send it to our e mail address returns@medequip.co.za or your customer service representative. Once receiving the filled in form from you, we will check your return shipment inquiry and send you a written confirmation together with the RMA (Return Material Authorization) number. Credit values listed on the file you receive with the RMA number are not binding. Medequip reserves the right to correct the evaluation of the returned goods upon receipt and examination. Please despatch the goods only after receiving the RMA number with the RMA number visibly written on the package and shipping documents for quick and smooth handling when the goods arrive at MEDEQUIP.