



Disposable Product Return Policy

Thank you for being a Valuable customer of LCCS Medical Inc. and for Purchasing our premium quality Pain Management Products.

The Return Policy here detailed will apply to our products listed below.

- Curved Sharp RF Cannula
- Curved Blunt RF Cannula
- Straight Sharp RF Cannula
- Quincke Spinal Needle
- Fixed Wing Epidural Needles
- Detachable Wing Epidural Needles
- Grounding Pads
- Adapter Cables
- Disposable RF Electrodes

If you are unsatisfied with the products you have purchased from us, please let us know.

1. Eligibility for disposable product return

All return products must meet the following requirements:

- Submit a Return Merchandise Authorization (RMA) found on our website.
- Packed in the original unmarked packaging including any accessories and manuals or documentation shipped with the product.
- Products need to be unopened, in the original box.

If any of the above requirements are not met, the return may be denied at LCCS Medicals discretion.

2. Refund , Exchange and Credit:

- **Refund:**

- Only applies within 2 days after the date of delivery.
- Returned products need to meet the above eligibility requirement.
- Customer is responsible for all shipping costs.
- 20% restocking fee will be applied.

- **Exchange:**

Customer is eligible for exchange under the following situation(s):

- LCCS error on the order. (Incorrect product or quantity)
- Customer error on the order.
- Exchange only applies within 7 days after delivery
- Returned products needs to meet the above eligibility requirement

- i. LCCS Error: Customer can submit an RMA or contact LCCS at orders@lccsmedical.com.
 1. LCCS will send the correct product with a return label for the incorrect product. All shipping costs or additional costs accrued will be covered by LCCS.
- ii. Customer Error: Customer can submit an RMA or contact LCCS at orders@lccsmedical.com.
 1. Customers must ship the products back at their own cost. Once the product is received, LCCS will ship out the new product with shipping costs invoiced to the customer.

- **Full credit**

Customer needs to meet the following condition to be eligible for full credit:

- 7 Calendar days after receiving the product.
- Needs to meet above eligibility of disposable product return.
- Customer is responsible for any shipping cost.

- **In some cases, only partial credit will be issued even it is within 7 calendar day after delivery**

- Product shows obvious signs of use.
- Any product that is not in the original condition, is damaged or missing parts for any reason that is not due to our error.
- Customer is responsible for any shipping cost.

- **Partial credit**

After The 7-calendar day period, customers are only eligible for partial credit.

- Customer still liable for their shipping cost
- Partial credit will be awarded using the following rules:
 - o 75% Product value / 8 - 15 calendar days
 - o 50% Product value / 15 - 30 calendar days

- **No credit will be eligible after the 30 calendar day return window.**

Once your claim has been approved you will receive an email confirmation along with a credit memo with the amount of credit issued to your account within 48 hours.

If you have any questions regarding the status of your claim, please do not hesitate to contact us.

Toll Free: (844)743-6449  orders@lccsmedical.com

