



## Reusable RF Electrode Warranty & Return Policy

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

LCCS offers a 6 Month warranty period for LCCS reusable RF Electrode purchased from LCCS Medical Inc directly. We also offer a limited return period.

### 1. Definitions

- a. **Return:** A return is defined as a product that is not needed or wanted by the customer. Returns are NOT for defective products.
- b. **Warranty:** A warranty is defined as a defective product that needs a refund or replacement. The product MUST be DEFECTIVE to qualify as a warranty.

### 2. Returns:

#### a. **Eligibility for Reusable RF Electrode return:**

To be eligible for a credit or replacement, the following Information and Documentation is required. LCCS Medical may void a return request for incomplete documentation or information at the company's discretion.

- Fill out a Return Merchandise Authorization (RMA) form found on our website.
- All physical products must be packed in the original packaging including any accessories and manuals or documentation shipped with the product.

#### b. **Refund and Credit:**

- **Refund**

- i. RMA must be submitted within 2 calendar days after delivery.
- ii. Returned products must meet the above eligibility requirement. (Section 2 A.)
- iii. Customer is responsible for all shipping costs.
- iv. 20% restocking fee will be applied.

- **Full credit**

**After 2 but before 7 calendar days from the date of delivery you will only be eligible for Full Credit.**

- i. RMA must be submitted within 7 calendar days after delivery.
- ii. Returned products must meet the above eligibility requirement. (Section 2 A.)
- iii. Customer is responsible for all shipping costs.

- **Partial credit**

**After 7 calendar days from the date of delivery you will only be eligible for Partial Credit.**

- i. 70% product value / 8 - 15 calendar days after the date of delivery.
- ii. 50% product value / 15 - 30 calendar days after the date of delivery.
- iii. Customer is responsible for all shipping costs.

**No returns will be authorized after 30 days from the date of delivery.**

### **3. Warranty:**

Faulty or Defective Reusable RF electrodes can only be replaced or credited to your account within our 6 month warranty period after the **date of delivery**. No refunds will be approved on warranted products.

#### **Eligibility for Warranty:**

- i. Submit an RMA form on our website.
  - ii. Ship the faulty product to LCCS Medical Inc.
  - iii. LCCS Medical will cover the shipping costs if the product is confirmed to be defective
- b.** Once the reusable product has been received, LCCS will conduct investigation and tests on the returned products. We will only replace the products once confirmed. The investigation window will conclude no later than 45 days after receiving the returned product.
- i. Once the product is confirmed to be faulty, your claim will be approved and LCCS will reach out to confirm the shipment of your replacement electrode.
  - ii. Replacements will be a one for one swap sent FedEx 2Day air.

**No warranty claims will be approved after the 6 month warranty period. No refunds will be approved on warranted products.**

**Warranty only covers defective products. LCCS may cover products damaged by the customer at their discretion. If the investigation finds INTENTIONAL damage, LCCS will not approve a warranty request.**

If you have any questions regarding this policy or the status of your claim, please contact us.

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