



Refund and Credit Redemption Policy

If you have returned a product that is eligible for a refund or credit, the following redemption policy is in place.

- Refunds:

Refund Payments are only issued for products that are returned within 2 days of receipt. These returns must be initiated by an error on LCCS Medical Inc.'s part.

These errors are defined as and limited to:

- Incorrect items received.
- Broken or defective products.

- Credit:

Account credit (redemption) is issued for all eligible returned products not defined above in the Refunds section. After 7 days of product receipt, customers are eligible for a prorated value of credit as defined in “ Disposable products Return Policy “ and “ Disposable products Return policy”.

- Account Credit is redeemable via the following terms:

- If the total credit value is less than \$5,000 then the value will be prorated over 6 months. The value will be evenly distributed, and the customer is eligible to apply/redeem the monthly credit during the applicable month.
 - Example: Customer X is eligible for a \$4,500 credit. That credit is divided by 6 (\$750) and applied over the next six months. Customer X can use up to \$750 worth of credit per month for six months.
 - Note: Monthly unused credit does not carry over to the following month. At the end of the 6-month period, any outstanding credit will be forfeited (use-or-lose).
- If the total credit value is equal to or greater than \$5,000 then the value will be prorated over 12 months. The value will be evenly distributed, and the customer is eligible to apply/redeem the monthly credit during the applicable month.
 - Example: Customer Y is eligible for a \$10,000 credit. That credit is divided by 12 (\$833.33) and applied over the next 12 months. Customer Y can use up to \$833.33 worth of credit per month for 12 months.
 - Note: Monthly unused credit does not carry over to the following month. At the end of the 12-month period, any outstanding credit will be forfeited (use-or-lose).