



5725 Dragon Way  
Suite 300  
Cincinnati, OH 45227

## *Warranty & Return Policy*

**Returns** - No item may be returned without a Return Merchandise Authorization (RMA) Number from our customer service department. Non-defective items can only be returned if they were purchased directly from Bryan Medical, Inc. and must be returned in unused condition and in the unopened, non-watermarked original packaging. Due to the nature of our products, we cannot authorize the return of a product that has been opened and/or removed from its original packaging. Retail, commercial and government customers must request an RMA within 20 days of receiving order for a full refund of the purchase price.

**Warranty** – Bryan Medical, Inc.’s products are warranted against defects in packaging, material and workmanship for 90 days from the original purchase. No item may be returned without a Return Merchandise Authorization Number from our customer service department. Defective items will be repaired, replaced or refunded at our discretion. Damage caused by neglect, abuse, misuse, alteration of the product, or improper storage is not covered by this limited warranty.

**Restocking Fee** - All returns are subject to a 20% restocking fee.

All Warranty and Return matters should be sent to:

Bryan Medical, Inc.  
ATTN: Naomi Pucillo – RMA#  
5725 Dragon Way, Suite 300  
Cincinnati, OH 45227

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Phone: 513.272.1600  
FAX: 513.272.1610

Web Site: [www.bryanmedical.net](http://www.bryanmedical.net)  
Email: [sales@bryanmedical.net](mailto:sales@bryanmedical.net)