



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 90 days of receiving order. All returns are subject to a 20% restocking fee.

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.

All Warranty and Return matters should be sent to:

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

Phone: 513.272.1600
FAX: 513.272.1610

Web Site: www.bryanmedical.net
Email: sales@bryanmedical.net