Instructions For Product Replacement or Credit

Step 1

Call to request a Return Merchandise Authorization number. *
1-(800) 325-6526  Monday through Friday from 8:00 A.M. to 5:00 P.M. Pacific Time.

Before returning product(s) for repair, first obtain a Return Merchandise Authorization (RMA) number. Please have the following information on hand when calling for an RMA number: Customer name, product name, serial number and the reason for the return.

For replacement or credit, the returned item(s) must be new and included with the original packaging.

Step 2

Enter the information requested below and fax or email to us:
FAX + 858.270.5901 • EMAIL sales@tulipmedical.com
This form can be filled out on your computer using Adobe Acrobat Reader.

* RMA Number: ________________________________________

Name: ________________________________________ Phone: ______________________________

Return Shipping Address: ________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

Reason for Return: ______________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

Serial Number: ___________________________________________________________________

Lot Number: _____________________________________________________________________

Sign below to certify that the returned product has been cleaned and decontaminated prior to shipment.

Sign here ___________________________ Date __________________

Fax or email this page to Tulip Medical Products AND include a copy of this Certificate of Decontamination in your return package

Continue to Step 3 on page 2
Step 3

**Read the following notification:**

It is important that the **RMA number** is clearly written on the outside of the shipping box. Packages received without an RMA number will not be accepted, and the customer will be responsible for any redirected shipping charges.

The returned product(s) must be properly packaged and care should be taken to ensure no further damage or breakage during shipment. Return the product(s) by UPS, FedEx, or any other parcel carrier of your choice, AND include package traceability and/or shipment insurance.

**Use this address to return your merchandise**

*Tulip® Medical Products*
4360 Morena Blvd., Suite 100
San Diego, CA 92117
Tel: (858) 270-5900
email: sales@tulipmedical.com

*Remember to include your RMA Number on the package.*