

## **Return Policy**

**You must obtain a Returned Merchandise Authorization (RMA) number from Tulip before returning any product. RMAs are valid for thirty (30) days.**

1. To receive and RMA, please call 1(800) 325-6526 or email [info@tulipmedical.com](mailto:info@tulipmedical.com). Our hours of operation are Monday through Friday, 8:00 A.M. to 5:00 P.M. Pacific Time.

Please have the following information on hand when requesting an RMA:

- Customer name and contact information
- Product name
- Serial number
- Reason for the return

### **Returns for Credit or Refund**

Only new, unused products can be returned for credit or refund. Single-use kits can be returned for credit or refund if all the original components are unused and in their sterile packaging. All returns for credit or refund must be within 30 days of invoice date.

### **Products Damaged in Shipment**

Take photos of any damage to the shipping container as well as damage to the product and notify Tulip within 1 business day of receipt.

### **Warranty Returns**

If you suspect a product has a defect in workmanship or materials, check here to see if it might be covered under our limited warranty. <https://tulipaesthetics.com/pages/support-ifus-warranties/> more

2. To prepare your return once you have your RMA:
  - If you are returning a product for credit or refund, return it in its original packaging.
  - If you are returning a product damaged in shipping, please repackage it.
  - If you are returning a product under warranty and the product has been used, you must clean and sterilize the product and return the product in its sterilization package. Contaminated products will not be accepted, and you will be responsible for any redirected shipping charges.
  - Write the RMA number on the outside of the shipping box. Returns received without an RMA number will not be accepted, and you will be responsible for any redirected shipping charges.
  - Package the product(s) carefully. You will be responsible for any damage to the product if it is improperly packaged.
  - Return the product(s) via a parcel carrier that provides package traceability. You are not required to insure the package; however, your return will not be credited if the package is lost or stolen.

- Return packages to:

RMA # \_\_\_\_\_

Tulip Medical Products

4360 Morena Blvd. #100

San Diego, CA 92117

858.270.5900

We will contact you once we've received and inspected your return.