

Return Policy

You must obtain a Returned Merchandise Authorization (RMA) number from Tulip Medical before returning any product. RMAs are valid for thirty (30) days. There will be a 15% fee charge on all returned orders.

1. To receive and RMA, please call 1(800) 325-6526 or email info@tulipmedical.com. Our hours of operation are Monday through Friday, 7:00 A.M. to 4:00 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 www.tulipmedical.com to see if it might be covered under our limited warranty.

2. To prepare your return once you have your RMA:

- Return it in its original packaging. If items are not returned in their original packaging, there will be a \$50 per item restocking charge. This is on top of the 15% returned item charge.
- If 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.