

## **Curiteva Return Policy**

All Returns must be made within 30 days of the original invoice date

All returns are subject to a 20% restocking charge. Shipping and handling charges will not be credited.

All product returns must be returned in the same manner as they were when they left Curiteva.

Non-catalog numbers, obsolete or discontinued items will not be accepted for a return or exchange

### **Freeze-Dried Tissue and Synthetic Biomaterials**

May only be returned if (1) Curiteva receives the package within 30 business days from the date shipped to the designated distributor, representative, or healthcare facility, and (2) the packaging has not been opened or compromised.

### **Frozen Allograft Tissue**

It is not standard practice for Curiteva to accept frozen tissue returned from a purchaser due to strict requirements on temperature monitoring and chain of custody. Therefore, the basic considerations would be that the shipping container has not been opened or tampered with, the RMA is requested within the same business day of delivery, and the total amount of time on dry ice is within 48 hours from the date shipped to the designated purchaser. Each request will be reviewed for approval on an individual basis by contacting Curiteva Customer Service at [customersupport@curiteva.com](mailto:customersupport@curiteva.com) or by calling 256-213-1057

All frozen tissue returns, if accepted, must comply with the individual tissue bank's return policy.

### **Procedures for returning products**

All products returned to Curiteva must have a Returned Materials Authorization ("RMA") number for Customer Service to process the return. To obtain the RMA number, Distributor must contact Curiteva Customer Service and provide the following information:

- Catalog Number
- Lot Number/Serial Number
- Quantity
- Reason for the return

Clearly write the RMA # on the outside of the package

All returns must be address to:

**Curiteva Returns  
25127 Will McComb Dr.  
Tanner, AL 35671**

All returns must be shipped via a courier that offers tracking services. After obtaining tracking number(s), call/email Curiteva Customer Service to provide the tracking number.