



CODAN Return Policy

All returns are subject to CODAN's prior authorization. Customer's must email CODAN's Customer Service Department at customerservice@codancorporation.com with the information specified below. The return will be approved or denied by CODAN's Customer Service Department in its sole discretion and, if approved, a Return Good Authorization (RGA) form and RGA number will be provided. The only returns permitted are those from the original purchaser. Third-party companies are not authorized to return Products. Unauthorized returns will not be issued a credit. Except for Products shipped by CODAN inadvertently, all Products permitted for return must be delivered freight prepaid to the CODAN location specified on the RGA form, and the RGA number must be prominently displayed on the label or shipment.

Information Required for Return:

- Customer Name
- Customer Account Number
- Customer Address
- Purchase Order or Invoice Number
- Catalog and/or Item Number(s)
- Quantity/unit of measure being returned
- Batch and/or Lot #
- Reason for return

Additional Return Criteria/Exclusions for all Customers:

- RGA numbers can only be issued by CODAN Customer Service Department.
- Products shipped in error by CODAN must be returned within thirty (30) days and will be picked up by an authorized carrier or shipped prepaid by CODAN.
- Products ordered in error by the customer must be returned within two (2) weeks, freight prepaid by the customer, and a 25% restocking fee will apply.
- No returns permitted on Products with less than 180 days of expiration.
- Only Products purchased from CODAN are eligible for returns. CODAN Products purchased from a third party or another alternate unauthorized source are not returnable.
- No returns permitted for discontinued Products.
- No returns permitted for Products that are regulated, hazardous, or chemicals.
- Products not in manufacturer's original packaging are not eligible for return. Any Product that is opened, damaged, or defaced is not returnable.
- No returns permitted for custom Products made to customer specifications.
- Products that are used, processed instruments (sterilized), or instruments used to analyze human body tissue are not returnable, unless otherwise covered by contractual agreement between CODAN and the customer.