

Avanos Medical will accept product returns, subject to the following terms:

- Request a Return Goods Authorization (RGA) by accessing an Overstock Form at <https://avanos.com/overstock-returns/>.
- Avanos Medical will review the products and quantities requested for return and issue a Return Goods Authorization (RGA) for the authorized product. Unauthorized returns will not be accepted.
- Authorized products must be returned in one shipment, freight prepaid, to the Avanos Medical Distribution Center designated by the RGA.
- Returns must be shipped within fourteen (14) calendar days after the RGA date of issue.
- A copy of the RGA must be included in the return shipment listing the products by Avanos catalog number and quantities being returned. The RGA number authorizing the return must be included on the packing list. Upon review and inspection of returned products, Avanos Medical will issue a credit for authorized products meeting the criteria for return.
- The RGA number and the amount deducted must be referenced on the remittance advice if the value of the returned goods is deducted from a payment to Avanos Medical.
- All credits are valid for ninety (90) days from date of issue.
- All unauthorized deductions will be denied and will be charged back in the form of a denial letter. Unauthorized deductions include, but are not limited to, product returned that was not authorized or that was not received in saleable condition.
- Failure to repay unauthorized deductions may result in withholding payment for an incentive/promotion program or any other steps deemed appropriate by Avanos Medical.

Return Criteria:

- Avanos Medical product currently in production. Obsolete or discontinued product is not returnable.
- Product must be in saleable condition. Units must be unopened, undamaged, unmarked and in the original Avanos Medical packaging.
- Products that are expiration dated must have at least 24 months dating remaining or have been received within 90 days
- Products purchased as a result of specific purchasing programs (i.e.: Pandemic Orders, Buy In, etc.) and that exceed current demand, based upon a rolling six-month average, are not returnable.
- The following products are not returnable:
 - Custom/Build-to-Order Products
 - Any products containing drugs
 - PyTest
 - Clo-test
 - Microware
 - Capital Equipment including: Temperature Therapy, Baylis RF Generators, Microcount, and Baylis pain management products