

Return Policy

Eickemeyer products are guaranteed to meet specifications and be free of defects. Each order is audited and checked for accuracy prior to shipping from our warehouse. It is the responsibility of the customer to notify Eickemeyer of any discrepancies within 48 hours of delivery. Returned products will be replaced or repaired at our discretion provided there is no evidence of misuse or unserviceability due to wear from prolonged use. This policy presumes all products are used under normal operating conditions, cleaned properly after each use and best-practice maintenance instructions have been followed. All shipping charges will be entirely assumed by the customer.

Returnable items:

- Unused products in sealed original packaging may be returned for a refund if terms are met (within 30 days of receipt) or for credit if terms are met (after 30 days of receipt).
- Items returned after 30 days of receipt will receive a merchandise credit for original purchase price (excludes instruments – specified below in non-returnable items). Credits must be used within 6 months of issue and are automatically void after this timeframe.
- All refunds and credits will exclude applicable shipping and handling unless otherwise specified
- Returned items that are *not* in the original packaging and have not been autoclaved or have **not** been present in the surgical field, are subject to a 30% re-stocking fee (excludes instruments – specified below in non-returnable Items).

Non- Returnable Items:

- Eickemeyer instrumentation that has been opened and/or removed from the original packaging. Instruments that have been opened cannot be resold therefore Eickemeyer will not accept them. Open instruments can be returned within 30 days due to manufacturer defect.
- Shipping charges are non-refundable
- Special Order items
- Items within 6 months or less of expiration date
- Items older than 365 days from the original purchase date, unless otherwise specified in the manufacturer warranty

Preparing a return:

1. All returns must be accompanied by a Return Merchandise Authorization Number (RMA#) and a copy of the original invoice. If you do not have an original invoice please contact our head office at info@eickemeyervet.ca
2. Please contact our customer support at info@eickemeyervet.ca for an RMA form and instructions to process your return.