

CUSTOMER MATERIAL RETURN PROCESS

Medical Products

There are different reasons for sending products to Draeger. Please review this document and choose the correct process for your situation.

Returns
Failure on Arrival
Warranty Repair
Service Repair

Returns

Products may only be returned to Draeger Medical Canada Inc. ("Draeger") for the following reasons:

- Customer order error for items with a net value > \$500

The following products are not eligible for return:

- Sterile material
- Products that have been used, unless under warranty
- Specially ordered or configured, manufactured products
- Product with shelf life
- Products that have been altered or abused by customer
- Products that are known to be contaminated
- Products that were delivered more than 15 days before the request for Return
- Products that are not in original packaging and not suitable for resale

All products to be returned must have prior authorization by Draeger and a valid Return Order Number must appear on the shipping label, packing slip, and any other related paperwork. Products received without authorization and a Return Order Number will be refused at Draeger's receiving dock and returned immediately to customer. Contact Draeger at 1-877-Drager1 (1-877-372-4371) or via e-mail at customerservice.dmci2@draeger.com for approval and a Return Order Number and provide the following information:

- Customer purchase order number and date.
- Draeger sales order number and delivery date (returns only).
- Quantity, Draeger product number, and description of product(s) to be returned.
- Reason for return.

All products to be returned shall be shipped prepaid to the address provided by Draeger within fourteen (14) days after receiving the Return Order number. The customer is responsible to pack, insure, and ship equipment to Draeger at customer's sole expense. Upon receipt of authorized returned products, Draeger will inspect the products and take appropriate action. Draeger's decision regarding disposition of returned products is final. A 25% restocking charge will be applied.

Failure on Arrival

Products may be returned if they are deemed to be Failure on Arrival, such as

- Draeger order entry or shipping error (e.g. wrong product shipped)
- Recalled products
- Products delivered damaged or not functioning

All products to be returned must have prior authorization by Draeger and a valid Failure on Arrival (FOA) Number must appear on the shipping label, packing slip and any other related paperwork. Products received without authorization and an FOA number will be refused at Draeger's receiving dock and returned immediately to customer. Contact Draeger at 1-877-Drager1 (1-877-372-4371) or via e-mail at customerservice.dmci2@draeger.com for approval and an FOA number and provide the following information:

- Customer purchase order number and date.
- Draeger sales order number and shipping date.
- Quantity, Draeger product number, and description of product(s) to be returned.
- Description of Failure.

All products to be returned due to Failure on Arrival can be sent to the address provided by Draeger using Draeger's preferred carrier and account. Do not return a product deemed Failure on Arrival unless requested to do so by Draeger.

Customers have 30 days from receipt of products (or from failure to deliver) to report an FOA. After 30 days, additional approvals are required before processing an FOA and customer may be responsible for replacement costs. Products to be returned need to be returned within 14 days of request. Products must be unused and in Draeger shipping containers.

Warranty

Products returned for warranty repairs are subject to the terms of the Draeger warranty. To request a warranty repair, contact Service Support at canadaservicesupport@draeger.com or place your request on-line via [Service Request | Draeger](#).

Products to be returned for warranty repair shall be shipped, freight and insurance prepaid, to the address provided by Draeger.

Repairs

Products may be returned for repairs. To request a repair, contact Service Support at canadaservicesupport@draeger.com for on-site service or place your request on-line via [Service Request | Draeger](#) for items to be sent to our depot.

All products to be returned for repair shall be shipped, freight and insurance prepaid, to the address provided by Draeger.

The customer is responsible to pack, insure, and ship equipment to Draeger at customer's sole expense. Upon receipt of authorized returned products, Draeger will inspect the products and take appropriate action.

Effective date: October 1, 2024

Revised September 13, 2024