



RETURNED GOODS POLICY

- A. The customer assumes full responsibility for all of the requested Nexus CMF products from the time of receipt, until the products are returned.
- B. TMJ Fossa-Eminence Prostheses, TMJ Condylar Prostheses, TMJ Condylar Trial Sizers, screws, drills, and burs are supplied sterile.
- C. Stock Fossa-Eminence Trial Sizers, TMJ Fossa-Eminence Holders, and screwdrivers are supplied non-sterile. Refer to the Instructions for Use (REF: LIT-4004 or LIT-4005) for sterilization instructions.
- D. Within one (1) business day following the scheduled surgery date, all instruments, TMJ Fossa-Eminence Trial Sizers, and unused sterile components must be returned to Nexus CMF via overnight courier service. A prepaid shipping label is provided for return shipment and serves as the return of merchandise authorization (RMA). Shipping and handling costs will be charged to the customer on the final invoice.
- E. Prior to return, instruments and TMJ Fossa-Eminence Trial Sizers must be cleaned, made free of contamination, and sterilized. Otherwise, a biohazard cleaning fee will be applied.
- F. Any items not returned to Nexus CMF within seven (7) business days of the scheduled surgery date will be billed to the customer.
- G. Freight insurance is not required if using the supplied prepaid shipping label.
- H. In the event that no items are used, a restocking fee of \$250.00 will be applied for each side of the TMJ Fossa-Eminence or TMJ Condylar Prosthesis System, plus applicable shipping and handling charges.
- I. Nexus CMF specifically disclaims responsibility should the customer re-sterilize or re-use items labeled for single-use only.
- J. If the outer individual component package is opened, damaged, marked upon, or otherwise disfigured, a 20% reprocessing fee will be applied.
- K. If the inner sterile individual component package is opened, damaged, marked upon, or otherwise disfigured, the product is not returnable and will be billed to the customer as having been consumed.
- L. Patient-Specific Systems cannot be returned and are not refundable.

LIT-4028 Rev B