



Return/Exchange Policy & Return Form

For returns or exchange of product please contact your local distributor or Southern Implants Customer Service Department at:

Phone: 1-866-700-2100 or 1-949-273-8505 • **Fax:** 1-949-273-8508 • **E-mail:** customerservice@southernimplants.us

Thank you for ordering Southern Implants products. It is our commitment to provide you with the highest quality dental products. However, should you encounter the need to exchange or return product, please review and complete the table below and allow for proper processing of your return/exchange.

Southern Implants Inc. traces all products to the original invoice and lot numbers and all product returns are based on the terms and conditions of the original invoice.

Medical Device Reporting: If you experience a problem with Southern Implants Inc. products that you believe might fall under the scope of the Medical Device Reporting regulations, please contact your local distributor or Southern Implants Inc. Customer Service Department immediately.

Product returns must be unopened, undamaged and received within 30 days of the invoice date for full refund or credit accompanied by this completed form. Products received within 31-90 days of the invoice date are subject to a 15% restocking fee. No returns over 90 days from invoice date are accepted. Credit card purchases will be credited to the same credit card account. Please contact your local distributor or Southern Implants Customer Service Department for the return of defective products.

Please, complete the information and send it to your local distributor or Southern Implants Inc. Customer Service Department:

Doctors Name: _____ Contact Person: _____

Address: _____ Phone: _____

Fax: _____ E-mail: _____

Catalog #	Lot#	Invoice#	Qty	Reason for Return	Tooth#	Placement Date	Restoration Date

Note: All implants and restorative components to be returned or exchanged, shall be returned to Southern Implants.

Products which have been in contact with body fluids must be in a sealed container and sterilized, or identified as "Biohazard".

Account#:	Received date:	COMPANY USE ONLY
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