

Returned Goods Policy

This policy applies to all products purchased directly from EMEA-based affiliates of ICU Medical Sales, Inc. (“ICU Medical”), as well as products manufactured and/or distributed by and/or for ICU Medical.

Customer has no right to return any goods purchased unless they do not conform with customer’s order. If ICU Medical, in its sole discretion, accepts the return of any goods, ICU Medical will credit Customer in the form of a credit memo within thirty (30) days of receipt of returned product based on the Returned Goods Credit Policy below.

Terms for all Returned Goods

- ICU Medical reserves the right to destroy products which are returned outside the Return Goods Policy or are considered unfit or unsafe for use. No credit will be issued.
- ICU Medical is solely responsible for determining if return product is salable. If the excess stock return product is deemed in non-salable condition, no credit will be issued.
- Products not distributed or manufactured by ICU Medical will be destroyed upon receipt by ICU Medical without credit to Customer.
- Freight is the responsibility of Customer returning the product unless the return is caused by an ICU Medical error.
- Unauthorized collect freight charges incurred to ICU Medical are charged to Customer’s account.
- All approved returns will be settled by credit memo.
- This policy may be adapted to comply with local laws and regulations.
- ICU Medical reserves the right to make exceptions and modify this policy without advance notice.
- Questions regarding the status of a return can be directed to ICU Medical Customer Service.

Returned Goods Credit Policy

- Product must be purchased directly from ICU Medical at Invoice Price and never sold to others.
- Original, full, unopened, and undamaged cases returned in salable condition.
- Customer must sign Returned Goods Authorization (RGA) form & return the form with the shipment. If the RGA form is not signed, credit will not be given.
- Report damages, discrepancies, or shipping errors to ICU Medical Customer Service within five (5) business days of delivery. Anything reported after 5 business days will not be eligible for credit.
- Customer is required to obtain RGA from ICU Medical Customer Service. Returned product must precisely match RGA. RGA expires 30 days after issue date. If products are not received by the return location listed on the RGA form within 30 days of the RGA issuance, credit will be forfeited.
- Credit will be issued only when the returned product received has a value greater than 25.00 EUR.

The following products are NOT Eligible for credit

- Custom Consumable and Invasive Monitoring Product(s) as defined by ICU Medical
- Infusion pumps are non-returnable
- Demonstration and evaluation product(s)
- Product(s) sold expressly as non-returnable
- Product(s) involved in fire, bankruptcy or certain special promotion deal sales
- Discontinued product(s)
- Product(s) accompanied by unsigned RGA forms