



## **DDS Warranty, Return and Exchange Policies for Suppliers**

All DDS products and its components have a 12 month warranty against any and all material and workmanship defects. If you need to make a warranty claim, size exchange and/or wish to return product please follow the RMA (Return Merchandise Authorization) process below.

### **Warranty Claim:**

#### **RMA Process:**

Our RMA process is turnkey. Simply contact our office via e-mail ([orders@discdiseasesolutions.com](mailto:orders@discdiseasesolutions.com)) or phone (888-495-7440), tell us what it is that is defective (product, size, etc) and we will provide you with an RMA number. At this point you have two options of how to proceed

### **Processing the RMA from the business address of the DDS Professional Client:**

#### **Option #1**

Box up the defective product, write the RMA # in large dark print such as a black marker on the outside of the box and we will send a FedEx call tag to have the FedEx driver come pick up the product.

Once the brace is received the replacement brace will be shipped to you.

#### **Option #2**

Requests that the replacement brace be shipped to you first. Your office will be invoiced for the price of the product. When the brace arrives there will be a pre-paid FedEx return shipping label included in the box. Remove the new product from the box, place the defective product in that same box. Seal the box. Write the RMA # in large dark print (such as a black felt tip marker) on the outside of the box. Place the provided return shipping label on the box and give the box to your FedEx driver the next time they are at your office. When the defective merchandise arrives back at Disc Disease Solutions your account will be credited the amount of the charge.

**Note:** Obviously option 2 is faster, however it does require a temporary invoice applied to your account.

**Note:** DDS will cover the shipping cost of all defective merchandise within the first 60 days of the delivery date (DDS product given to end user), if after 60 days the client/patient is responsible for shipping cost.

**Note:** When ordering DDS Product, if the item ordered is identified as defective within seven days of receipt of the item DDS will **"Express Ship"** out to your office a new replacement item at no charge.

## **Processing the RMA by the patient via their home address:**

### **Option #1**

The patient will need to prepare and package up the defective product for shipment; they will have to write the RMA # in large dark print such as a black marker on the outside of the box. The patient will be responsible to ship the product to the DDS Corporate Office to the address below.

**Note:** *Shipping via a trackable method is highly recommended. DDS will not be responsible for a lost and/or unrecoverable RMA that is shipped without using a trackable method.)*

Disc Disease Solutions  
Returns Dept.  
100 Commerce Way, Suite 5  
Hackensack, NJ 07601

If the product is defective within the first 60 days of purchase, DDS will send a FedEx call tag to have the FedEx driver come pick up the product.

Once the brace is received and inspected to ensure that in fact the malfunction of the DDS item is due to a material and/or workmanship defect, a replacement brace will be shipped to the patient.

### **Option #2**

Requests that the DDS brace be shipped to the patient first. We will require payment information in the form of a valid credit card number. The credit card will be charged for the cost of the replacement item. When the brace arrives to the patient's house, inside the box will be a pre-paid FedEx return shipping label. The patient will need to remove the new product from the box, place the defective product in that same box. Seal the box. Write the RMA # in large dark print (such as a black felt tip marker) on the outside of the box. Place the provided return shipping label on the box. At which time the patient can either bring the package to a FedEx drop point, Contact FedEx to schedule a pick-up at their residence or the patient may contact our office and have us schedule a FedEx pickup. When the defective merchandise arrives back at Disc Disease Solutions and the brace is inspected to ensure that the defect is due to material or workmanship defect we will then credit the patient's credit card for the amount charged.

**Note:** *Obviously option 2 is faster, however it does require a temporary charge applied to the patient.*

**Note:** *DDS will cover the shipping cost of all defective merchandise within the first 60 days of the delivery date (DDS product given to end user), if after 60 days the client/patient is responsible for shipping cost.*

## **Size Exchange:**

We offer the same two above options should you wish to exchange a DDS brace for a different size of DDS brace that is in new condition. The only difference is that when you initially contact the DDS office

state that you are requesting a size exchange vs. a defective product. Our office will be more than happy to accommodate you. Please note however that DDS does not cover the shipping cost for non-defective product returns or exchanges. Therefore there will be shipping charges applied to your account.

We have two options for size exchanges.

**Option #1**

Simply contact our office via e-mail (orders@discdiseasesolutions.com ) or phone (888-495-7440), tell us what it is that you wish to exchange, we will then issue you a RMA number, box up your item, write the RMA number on the outside of the box and ship it to:

Disc Disease Solutions  
Returns Dept.  
100 Commerce Way  
Suite 5  
Hackensack, NJ 07601

Once the brace is received the exchange brace will be shipped to you and your account will be charged for shipping.

**Option #2**

Requests that the replacement size brace be shipped to you first. Your office will be invoiced for the price of the product. When the brace arrives there will be a pre-paid FedEx return shipping label included in the box. Remove the new size product from the box, place the product you wish to return in that same box. Seal the box. Write the RMA # in large dark print (such as a black felt tip marker) on the outside of the box. Place the provided return shipping label on the box and give the box to your FedEx driver the next time they are at your office. When the merchandise you wish to exchange arrives back at Disc Disease Solutions your account will be credited the amount of the charge minus the shipping expense.

**Product Return for Credit or Refund:**

Should you wish to return your product without an exchange, simply contact our office via e-mail (orders@discdiseasesolutions.com ) or phone (888-495-7440), tell us what it is that you wish to return and why. We will then issue you a RMA number, box up your item, write the RMA label on the outside of the box in large dark print and ship it to:

Disc Disease Solutions  
Returns Dept.  
100 Commerce Way  
Suite 5  
Hackensack, NJ 07601

Once the items are received and inspected we will credit your account or issue you a refund. Please note that a restocking fee of 10% will be applied to all returns that are 60 days + of purchase date and 20% of all merchandise that is more than 4 months of the purchase date. We do not accept any returns more than 6 months of the purchase date. Cost of shipping for all non-defective items will be the responsibility of the client. We will not accept any item that has been used and not in NEW condition after 60 days of purchase.