



Return Materials Policy - Returns for Credit - Conforming Products

GCX Healthcare Solutions (“GCX”) accepts returned goods and, in certain situations, will issue credit for eligible returned items. The following restrictions and limitations apply:

1. Returned conforming (non-defective, fully complete and in original unopened packaging) products are subject to a 25% restocking fee unless otherwise agreed upon in writing. Further fees will be assessed at GCX’s discretion for items that are opened, have missing components, have cosmetic damage, or require rework to be sellable.
2. The minimum total value for a conforming product return is \$300 (excluding freight). Returns below this threshold are not eligible for credit.
3. A Returned Material Authorization (“RMA”) must be requested within 30 calendar days of the original GCX shipment date. Returned goods must ship within 15 calendar days of the issuance of the RMA and the RMA is valid for 30 calendar days. If goods are not received within that timeframe, the RMA will be cancelled and no further returns on that RMA will be accepted. Products received after expiration date will be refused and returned to customer at their expense.
4. Returned products must be shipped in original or equivalent protective packaging. Products damaged in transit due to insufficient packaging may be rejected or returned to the customer at their expense. GCX reserves the right to deduct the cost of damaged goods from any credit that is issued.
5. Credits will not be determined or provided until after the returned products have been received and processed by GCX.
6. The following items are not eligible for return under any circumstance:
 - a. Biohazard-exposed products: Any product that has been in contact with patients, body fluids, or potentially infectious material.
 - b. Custom, configured, or build-to-order to order products: Items manufactured or customized for a specific customer.
 - c. Obsolete or discontinued products: Items no longer supported or sold by GCX.
 - d. Damaged or incomplete products: Items returned without original parts, hardware, or in unsellable condition.
7. Documentation Requirement:
 - a. All returns must include the Customer Order (CO) number, the RMA number, and the product serial number (if applicable).
 - b. Failure to provide this information may result in delays in processing, rejection of the return, or denial of credit.

Advance Replacement Policy for Convenience Returns

GCX may offer advance replacements for time-sensitive products, at its discretion, and under the following conditions:

1. The Customer will provide a Purchase Order for the replacement product and accept an invoice for the replacement product.
2. The Customer must commit to returning the original product within 15 calendar days after receiving the replacement.
3. Full credit is contingent upon the timely return of the product being replaced and confirmation it complies with the returned good policy above.
4. Failure to return product or returning a non-conforming product will result in no credit being issued.

Advance Replacement Policy for Warranty Returns

GCX may offer advance warranty replacements to help Customers ensure they have time-sensitive products when needed. The following conditions apply:

1. Proof of product defect is required before shipment. Examples include photo evidence or a confirmation from GCX personnel onsite.
2. The Customer must also provide a tracking number showing the returned product is in transit before shipment of the replacement product, unless GCX determines in its sole discretion the product does not need to be returned.

Battery Transportation Compliance. Hazardous Materials Compliance: Batteries are classified as regulated hazardous materials. Customers are solely responsible for ensuring compliance with all transportation, packaging, and labeling requirements under DOT/IATA or other applicable regulations. GCX cannot accept liability for shipments that fail to meet these requirements.