



## Organization for Safety, Asepsis & Prevention

### **Return Policy**

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All returns must be received within 60 days of purchase and are subject to a 15% restocking charge.

To be eligible for a return, products returned must be in the original packaging in salable condition.

To return merchandise to OSAP prior authorization is required. A returned goods authorization number (RGA#) must be obtained by calling OSAP at 1-410-571-0003. The RGA# and a copy of the original invoice are required to accompany all returned goods.

Damages or defects must be reported immediately. Claims made 30 days or more following invoice date will not be honored.

### **Refund Policy**

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All returned items will be inspected for damage and to ensure salable condition. The customer will be notified of the status of refund.

For special offer packages, returns must include the complete set; partial returns of product packages are not accepted.

If the return is approved, OSAP will initiate a refund to the customer's credit card. The credit will be issued depending on the card issuer's policies. Credit for an authorized return is based upon the original invoice amount.

OSAP reserves the right to deny return requests on products that are damaged in return shipment.

### **Shipping**

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Shipping charges for all returns must be prepaid and insured by the customer. The customer is responsible for any loss or damage during shipment. We do not guarantee that we will receive your returned item.

Original shipping and handling charges are not refundable.