



## Terms & Conditions

### Returns & Claims

1. **Damage or Short Supply:** Where the Customer believes that the goods delivered are damaged or short supply they must, within 5 business days of delivery, advise Paragon Care in writing of the issue.  
  
The goods must not be returned without the prior written agreement of Paragon Care and the issue of a **Return Authority Number (RAN)** by Paragon Care to Customer.  
  
If goods are returned without a RAN, requests for credit may be rejected. No credits will be issued prior to the receipt of returned goods
2. **Errors attributable to Paragon Care or its carriers:** Claims must be initiated within 30 days of invoice, quoting applicable invoices. Paragon will arrange for collection of goods in question by its authorised carriers and will credit the Customer's account.
3. Ordering errors and other returns attributable to customers:
  - a. **Standard Stock Items**
    - Claims must be made within 30 days of invoice. Any handling or freight charges invoiced to the Customer at the time of supply will not be credited upon return of the goods.
    - **There will be a restocking fee of 10% +GST for consumables and 20% +GST for capital equipment or \$50 +GST, whichever is greater.**
    - Customers will be responsible for any freight costs incurred for such returns
  - b. **Non-standard/Special Buy-in**
    - **These goods will NOT be accepted for return or credit under any circumstances** unless subject to quality complaint, damage or warranty provisions as prescribed in clause 5.2e which can be found on the last page of the Paragon Care Group invoice (under Terms & Conditions).
4. **Faulty Products**
  - All goods alleged to be defective (within 12 months from delivery date) are subject to inspection by Paragon Care prior to acceptance of the claim. The initial point of contact for such claims is the customer's regular Sales Representatives.
  - The goods must not be returned without the prior consent from Paragon Care and the issue of a Return Authority Number (RAN) by Paragon Care to Customer
  - Replacement goods will be sent to customers at no charge if goods are under warranty and deemed to be faulty upon assessment.
  - Customer can claim the cost of postage or freight for such returns
5. **Returning Used Instruments**
  - Due to occupational health and safety concerns, any instrument, unless guaranteed unused and in original packaging, must be **cleaned, correctly sealed in an autoclave bag or pouch and sterilised along with evidence** of completing the sterilisation cycle such as process or other chemical indicators.
  - Items that do not adhere to the above conditions will be immediately returned to you for appropriate cleaning and sterilisation.

**Please include a copy of this form with your returned goods.**

Please return goods to:

**REM Systems - Warehouse 3, Talavera Business Park  
6-10 Talavera Road, Macquarie Park NSW 2113**