

13 February 2009

## **First Medica Product Return Policy**

1. If product is returned due to shipping error by First Medica or damaged or defective product First Medica will replace that product at no charge. First Medica may issue a call tag to the customer so that they can return the product at no charge if claimed by the customer within 30 days of receipt of product. Any request for returns over 30 days must be approved by senior management.

2. If a customer wishes to return product for any other reason there is a 20% restocking fee. First Medica will issue a credit for 80% of the value of the returned product. The credit can be redeemed for First Medica products within 2 years of issuance. The customer will return product at their own expense. All returns must be approved by senior management.

Any exceptions to this policy must be approved by senior management.