

## Bone Bank Allografts Tissue Return & Credit Policy

Bone Bank Allografts mission is to provide only safe, high quality allograft tissues to health care professionals. In an effort to meet these goals, Bone Bank Allografts will accept returned human allograft tissue for credit provided the tissue has been consistently maintained, and Bone Bank Allografts return procedures have been followed. General criteria for returning tissue are as follows:

- **No Frozen return requests will be accepted at any time.**
- **No return requests for grafts shipped with a 6-month or shorter expiration will be accepted.**
- **No Freeze-dried return requests will be accepted after thirty (30) days from the Invoice date.**
- A Return Goods Authorization # must be received from Bone Bank Allografts and clearly indicated on the outside of the package.
- Human allograft tissue must be in its original, unopened and untampered container.
- Original labeling must be legible, intact, and not defaced in any manner.
- Human allograft tissue must be returned using shipping methods, containers and packing materials in accordance with Bone Bank Allografts return procedures.
- Human allograft tissue must be received in good condition at Bone Bank Allografts.

### **Freeze-Dried Tissue:**

- Freeze-Dried and Saline preserved human allograft tissue must be stored and maintained at ambient temperatures while at your facility.
- Freeze-dried human allograft tissue should be wrapped in bubble packaging or other material that will reduce the risk of breakage, damage or puncture during shipment
- Freeze-dried human allograft tissue should be returned for delivery within 5 days from the date you receive return authorization or the return will no longer be accepted.

**A 20% restocking fee may be applied.**

### **Procedures for Returning Human Allograft Tissue**

1. Call Bone Bank Allografts at 800-397-0088 to be issued a Return Authorization Number (RA#). You will need the serial numbers of the grafts you are returning, the storage information for each graft, and a detailed reason for the return.
2. Clearly write the RA# on the outside of the package.
3. All returns must be addressed to:  
Bone Bank Allografts Returns  
4808 Research Drive  
San Antonio, TX 78240
4. All returns must be shipped via a courier that offers tracking services. After obtaining the tracking number(s) for your return shipment, call Bone Bank Allografts' Customer Service at 800-397-0088 to report the tracking number(s).

**Bone Bank Allografts reserves the right to refuse to issue credit if the conditions and specifications of this policy have not been met.**