



AMNIOBIND / DERMABIND RETURN GOODS POLICY

World Reach Health, LLC (“**Company**”) will issue a credit to a qualified Customer for unused, unopened product returned in accordance with the following policy guidelines. Company will provide a credit or replacement product to Customer for unused product associated with specific situations out of the Customer's control, which may include, without limitation:

- Product complaints (e.g., product quality, appearance, package integrity, etc.).
- Product shipping issues such as damaged, lost, or misdirected shipments that do not arrive in time for Customer use.

Company will not be responsible for Product received and unused as a result of:

- Product deteriorating because of characteristics beyond Company's control (e.g., Customer's improper storage of Product, or exposure to heat, cold, smoke, fire, flood, etc.).
- Customer's business was not open or staffed for delivery when Product is delivered.

DERMABIND® RETURNS:

- Customer must contact Company's Customer Service department by emailing Sales@WorldReachHealth.com concerning unused Product within thirty (30) days from the original delivery date of the Product unit.

RETURN GOODS PROCESS: To return AmnioBind / DermaBind Product, Customer is to contact Customer Service to obtain a Return Authorization (an “**RA**”) within thirty (30) days of the original delivery date. Customer must return Product to Company within twenty (20) business days of an RA being issued with the following:

- Product unit(s) must be un-opened and in their original packaging.
- Copy of the RA must be included in the package with unit(s) being returned.
- The RA label will indicate what location the return should be sent to for processing.
- RA number must appear on outside of the return package.

Customer's account will be credited when the Company's Receiving/Distribution Department verifies units and ensures the RA match.

Disclaimer: If any unit is returned without an RA or if a unit in a returned box doesn't match the RA issued, that returned unit will be considered unauthorized. No credit will be issued, and product will be appropriately destroyed.

FOR PRODUCT MANUFACTURING COMPLAINTS:

- Contact our technical support team at our Customer Service so they may obtain the necessary information and authorize and provide instructions to you for the Product's return or local destruction.
- You will have the option of a replacement product or a credit.

FOR DELIVERY ISSUES: Contact our Customer Service for delivery issues Monday-Friday, from 8:00 AM to 6:00 PM CST. If product delivery cannot be successfully facilitated, staff will be ready to assist in arranging a replacement shipment or a credit.

ORDER CANCELLATION POLICY: Your order confirmation number is required to cancel an order. AmnioBind / DermaBind orders may be cancelled up to 10:00 AM Central Time on the date the unit is scheduled to ship.