

## BIO-THERAPEUTIC CUSTOMER SERVICE

# Repairs, Replacements, Returns

## 1. Contact

Contact customer service, and if eligible, they will provide a Return Merchandise (RMA) number to return the item to our facility for repair, replacement, or return depending on the case.



## 2. Shipping

Once an RMA number is issued, securely package the item, and ensure that the RMA number is clearly visible on the outside of the package. Please note that we are unable to accept packages without a valid RMA number.

You are responsible for shipping costs to our facility, as stated in our return and warranty policies. Please package the shipment carefully to avoid damage. We recommend that you insure your shipment.



## 3. Assessment

Once your item arrives, it will be assessed by our technical team and the findings will be reported.

Once complete, we will provide a quote in case of a repair, send a replacement if eligible, or process your return.

The intake process can take up to 4 business days, but is often quicker.



## 4. Solution

You will receive an email from our accounting team that will contain an invoice, in the case of a repair, or refund information in the case of a return. Tracking numbers for repairs or replacements are included on this invoice.



 **Bio-Therapeutic**

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