

Cellation Returned Goods Policy

This policy covers the return of Cellation products including disposable applicators, the MIST Therapy® Systems, and MIST Therapy® carts.

Disposable Applicator Return Process:

To obtain credit, customers must obtain a Returned Goods Authorization number (RGA) from Cellation's Customer Service Department (1-866-307-6478). Cellation will accept product that meets the following criteria:

1. Cellation is notified of product return within 30 days of customer product receipt.
2. The product is unopened and undamaged in the original packaging.
3. The product has not been exposed to resident / patient's room.
4. Product is received at Cellation within 30 days from issued RGA number.
5. The RGA number is clearly written on the outside packaging.

MIST Therapy® System Return Process:

The Cellation MIST Therapy® System and MIST Therapy® System 5.0 are sold or rented under an exclusive 3 year warranty.

To return a MIST System, customers must obtain a Returned Goods Authorization number (RGA) from Cellation's Customer Service Department (1-866-307-6478). Systems must be returned in proper packaging with the RGA number written on the shipping label. Replacement MIST Systems are generally shipped the day the RGA is requested from customer service provided a replacement system is requested prior to 3 pm CST.

MIST Therapy® Cart Return Process:

Contact Cellation Customer Service at 1-866-307-6478 for more information.

Restocking Charges:

Cellation charges a 25% re-stocking fee on returned applicators. There is no restocking charge for product returned due to Cellation's error of item or quantity shipped or for warranty repairs provided customer follows Cellation's returned goods authorization process (RGA).

Damaged / Defective Shipments:

Although Cellation packages orders with great care, damages in shipping may still occur. Shipments should be inspected upon receipt. If Cellation product is damaged upon customer inspection, customer should report the damage immediately to driver (if possible) and to Cellation Customer Service at 1-866-307-6478. Customer Service will document the damage and issue a Returned Goods Authorization number (RGA) to facilitate return of the product and to initiate immediate shipment of replacement product.

Refused Shipments:

If customer refuses delivery on an order after the order has shipped from Cellation, return shipping charges and a 25% restocking fee will be deducted from any amount refunded to the customer.

Shipping Charges:

Cellation will not refund shipping charges unless the return is due to Cellation's error in item or quantity. Cellation is not responsible for shipping damages for product returns. All authorized returned goods must be shipped freight prepaid by customer. Cellation will pay for freight on returned product that was shipped to the customer in error, if it is returned to Cellation within 30 days of delivery.

Out of Stock Items:

Occasionally, some Cellation items may be out of stock and on back-order status. Cellation will process and ship partial orders. Customers will be charged for items shipped, plus the shipping charges. Cellation will normally contact customers when this situation occurs. When the backordered item(s) are in stock, Cellation will ship to customer immediately, billing the remaining product at that time. If an item has been discontinued and is no longer available, Cellation will cancel that item from the order and contact the customer.