



Return Goods Policy

Acera Surgical, Inc. ("Acera") accepts returns only for 1) products shipped to Purchaser by Acera in error, or 2) defective products. Returns or replacements must be requested within 45 days of delivery of Product. Acera does not accept as returns or replacements: 1) over-stock of Product, 2) expired Product, or 3) defective Products due to improper storage, handling and abuse, or other factors at the Purchaser's facility.

Acera's sole obligation with respect to any defective Products shall be to provide, at no additional charge to Purchaser, replacement units of the Products; provided, however, that in Acera's sole judgment, the defects did not result from Purchaser's mishandling or storage of the Products.

All returns are subject to the prior authorization of Acera in its sole discretion. Purchaser must notify Acera Customer Support at (844) 879-2237 and receive a Returned Goods Authorization "RGA" Form. Only items appearing on an approved RGA Form are acceptable for return or replacement. Unauthorized returns will be destroyed and no credit issued (and no replacements sent).

All authorized returned Products or defective Products to be replaced must be shipped freight prepaid to Acera. Acera will pay freight costs for Product shipped by Acera in error and for Products deemed "defective" (not resulting from Purchaser's mishandling or storage of the Products). Credit (or replacement Product, if "defective" Product) will be issued for all authorized returns and return freight following Acera's inspection and approval of such goods upon return. If Acera determines, in its sole discretion, that any returned Products are not eligible for return, Purchaser will not receive a credit, even if an RGA Form was issued. No advance credits will be accepted.