

RMA Policy (Healthcare)

Thank you for purchasing your ICW mounting products. If you are not satisfied with your order, you may return the product(s) within 90 days of the date of invoice with a minimum 20% restocking fee.

Orders over 10 mounts are not returnable unless approved on an order by order basis. All returns are subject to a repair fee based on the condition of the returned product.

No returns on custom modified products or OEM (original equipment manufacturers) units.

Customers must request a Return Merchandise Authorization (RMA) from ICW by phone. Please call ICW at 800-558-4435 between the hours of 6:00 a.m. - 4:00 p.m. Pacific Time.

Be prepared with the following information:

- Invoice number, sales order number or Purchase Order number
- Part number(s) and product(s) being returned
- Detailed explanation of reason for return
- Name of the person who ordered the product, their phone number and email address
- Name of a user of the product, their phone number and email address

Please follow these instructions to return your product:

- 1. RMAs must be obtained within 90 days of the date of invoice.**
 - No return requests will be granted for discontinued products or custom modified products, including custom paint or coating without prior approval.
- 2. Return authorization will be confirmed by e-mail** and will include a Return Merchandise Authorization label provided by ICW that is to be inserted into the packaging and attached to the outside of the packaging.
 - Merchandise must be returned in the original packaging
 - Merchandise must prominently display the RMA number on the outside of the packaging
 - Package must contain a signed copy of the RMA with the product
 - Customer is responsible for return freight costs and any damages caused in shipping
 - ICW must receive the product within 15 days from the issue date of the RMA to ensure proper credit
- 3. Unauthorized returns** or any returned merchandise that does not have an RMA number will be quarantined. Quarantined product will be returned to the customer at the customer's expense. Quarantined product not picked up within 15 days of notification will be recycled, no credit will be issued.
- 4. Regularly stocked ICW products that are returned after 90 days** from the date of invoice will be charged a minimum 20% restocking fee. No returns for products over 90 days. Additional fees for damaged product or parts that need rework may also apply.