



## New Return Procedure – Effective 9/2/2008

To be eligible for credit, unless covered under warranty, items must be un-opened and sealed in original packaging, have been purchased within the last 6 months, and be approved by Aspen Customer Service prior to return. All returns are subject to a 20% re-stocking fee. Please follow the steps below to return items that meet these requirements. **\*\*For warranty claims, please proceed to step # 2**

1. Provide original purchase information for each item (original purchase order number or Aspen invoice number). If original purchase information is not available, a lot number will be required for each item.
2. Contact Aspen Customer Service at 800.295.2776 or [custserv@aspenmp.com](mailto:custserv@aspenmp.com) to obtain a return authorization number and return acknowledgment form (provided by Aspen Customer Service via fax or email). **For warranty claims, please provide the lot number, length of wear and claimed defect.**
3. Insert the return authorization form into the return packaging. (for multiple box shipments, please insert form into a minimum of 1 package)
4. Write your return authorization number clearly on the outside of all packaging and address your return to:

Aspen Medical Products  
Returns Department  
6481 Oak Canyon  
Irvine, CA 92618

Authorized returns must be received within 30 days. Any additional unauthorized items received by Aspen Medical Products may be disposed of. To return such items to sender, a Federal Express or UPS account number will be required. Any package returned without a Return Authorization number will not be eligible for credit and may be refused. Do not send merchandise back via COD or freight collect as such packages will be refused.