

Return Goods Policy

Metko Medikal ve Tıbbi Cihazlar Dış.Tic. Ltd. Şti.



1. Goods may only be returned to Metko Medikal ve Tıbbi Cihazlar Dış. Tic. Ltd. Şti. (Metko) after prior, written consent and approval of Metko.
2. Sterile Goods are excluded from the return goods policy and may in no case be returned to Metko.
3. Discontinued items cannot be accepted as return goods.
4. Custom made articles and all products not in the regular portfolio of Metko may in no case be returned.
5. Private labeled, repacked products, products not in original packing or product in original packing that has been marked, coded or disfigured cannot be accepted as return goods.
6. Approval for return will be granted in case
 - a. above criteria are not met,
 - b. goods are registered for return no later than 3 months after date of invoice,
 - c. goods are still in their original packing including all instructions/paperwork as supplied by Metko,
 - d. production and quality standards have not changed since shipping,
 - e. provisions of appropriate shipping and storage of goods must have been observed throughout the time since dispatch from Metko.
7. Goods must have been purchased directly from Metko.
8. Metko will invoice 20% (or a minimum of USD 100.00) for re-stocking and product testing. The amount will be deducted from the credit note issued.
9. Shipping and/or handling charges of the original invoice will not be credited.
10. Shipping of return goods is to be prepaid. The above is not applicable in case of complaint cases, return of loaner equipment, wrong delivery or any other reason where Metko is the responsible party making a return necessary or reasonable choice. Goods returned to Metko (including complaints, etc.) are to be clean, disinfected or sterilized in order not to be a risk to the personnel handling the case. Items not fulfilling this requirement and are not defined as "*Hygienically Convenient*" will be disposed of – credit will not be granted but expenses of disposal charged to the shipping party. All goods will be subject to inspection by Metko prior to credit approval.
11. Cancellation of orders must be in writing and must be requested before the order has been packed.

As of January 2016

Metko Medikal ve Tıbbi Cihazlar Dış.Tic. Ltd. Şti.