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Return Policy

Effective 7/1/2011

Healthcare Professional Returns:

- No returns on expired product.
- No restocking fee.
- To receive full credit, returns (to include: overstock, discontinued items, ordering wrong product and incorrect shipments) must be submitted within the first 6 months from the date of invoice.
- No credit will be applied for returns (to include: overstock, discontinued items, ordering wrong product and incorrect shipments) after 6 months from the date of invoice.
- When label changes take place, no returns will be accepted for product with older packaging.

Patient Returns:

- Credit or replacement product will be given for all patient returns (to include: damaged product or unsatisfied with product).
- All patient returns must include the lot number and expiration date of product being returned.
- Upon receipt of a patient return please contact your sales representative or call our customer service department directly at 866.202.2932 with the above information.
- The Bairn Biologics Product Guarantee as stated on our website:

In keeping to our commitment of Quality, Bairn Biologics formulas are guaranteed to your complete satisfaction. If you or your patients are anything less than delighted with the results of any of our products, return the unused portion (or your empty bottle) for a complete credit to your account.

** Bairn Biologics will honor any patient returns made to your office, by either crediting your account or shipping you a replacement.*