

SPS Returns Policy

Stock Product Returns

- All products stocked at an SPS distribution center must be received within 60 days of invoice date to be eligible for credit.
- Returned products are subject to a 15% if returned within 60 days.
- SPS follows supplier guidelines with regard to patient rejection policies (ex: Liners) NOT subject to restock fees.
- Products must be in re-saleable condition, inclusive of original packaging.

Shoe Returns

- All shoe returns must be received within 90 days of invoice date.
- Shoes are not subject to restock fees.
- All shoe orders must be returned to SPS>Returns, 2141 Internationale Parkway; Suite 200, Woodridge, IL 60517.
- Shoes must be in re-saleable, original condition, inclusive of packaging to be eligible for credit.
- SPS follows the supplier's return guidelines and returns are subject to the supplier's restock fees.

Non-Stock and Warranty Products

- Prior to returning non-stock/special orders, please contact customer service for supplier specific guidelines. Supplier return policies vary (some are within 15 days).
- A number of suppliers offer trial periods with no restock fees if returned within a certain time period. Should you have questions regarding the qualification of a return within a trial period, please contact customer service at 800-288-5570.
- Most microprocessor products are non-returnable. Please contact customer service if you would like to trial a product prior to ordering.
- Warranty items may require warranty cards, replacement serial numbers, or general patient information before credit can be issued. These suppliers include, but are not limited to Fillauer, Endolite, Trulife, Allard, Bauerfiend, Juzo, Becker, Hosmer, and WillowWood.
- Please remember that custom orders are non-returnable.
- For warranty of WillowWood liners, replacement serial numbers must be provided. Enter information in the "Other Explanation or Warranty #" field.

SPS Product Return Authorization Request Form

Please submit this form by email to obtain an RA number **BEFORE** returning your items. An RA number must be written on the returned box in order for the return to be accepted. Your credit will not be processed without an RA number.

Date: _____ Company Name: _____ Account #: _____

Contact Name: _____

Contact Phone Number: _____

4 Reason for return:

- 1. Patient Rejected
- 2. Patient Cancelled
- 3. Ordered Wrong
- 4. CSR/Shipping Error
- 5. Multiple Sizes Ordered
- 6. Sizing Chart Incorrect
- 7. Substituted Item
- 8. Defective:
 - 8a. Out of box
 - 8b. Premature Wear
 - 8c. Product Failure
- 9. Other (explain)

Product Returned	Restock Fees	Returned within
Shoes	None	90 days
Stock	15%	60 days
Non-Stock	varies by supplier	

SPS Order #	PO Number	Product Number	Qty	Reason	Other Explanation or Warranty #
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Return Product(s) to SPS Within 10 Days of Receiving RA #

Returns Shipping Locations

Shoes Only SPS/RETURNS 2141 Internationale Parkway; Suite 200 Woodridge, IL 60517	All Other Items SPS/RETURNS 6025 Shiloh Road; Suite A Alpharetta, GA 30005
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Hanger Clinic Only - Record the below information on local copy of form. Information Not Required by SPS

Return Auth # _____ UPS Tracking # _____