

J.K.Medico ApS

RMA (Return Material Authorization) Policy

All returns require an RMA number. Contact J.K.Medico via telephone at +45 47171900 or email at Jk-medico@jk-medico.dk to obtain an RMA number. Returns will be authorized in accordance with the following policy: If it is deemed that the part should be returned, a J.K.Medico representative will send you an RMA form. Completely fill out the RMA form, and place the form in the box with the item(s) being returned. Clearly mark the outside of the box with the RMA number. Products will not be accepted by J.K.Medico for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

Warranty Returns

Products to be returned for warranty coverage must be within the applicable warranty period. If the customer requests that a replacement be sent immediately, the replacement product will be billed to the customer's account in accordance with J.K.Medico's standard payment terms. Then, once a final decision of the return is made, a credit will be issued if the warranty claim is allowed.

Non-Warranty Returns

If the customer wishes to return a product for repair that is no longer within the warranty period or for damage not covered by the warranty, J.K.Medico will advise the customer of the estimated cost of the repair. Return of the product will be the authorization to repair and agreement to pay for the cost of repair, whether it exceeds the original estimate.

Transportation Charges

The customer is responsible for all transportation, insurance, duties and other similar charges for all returned Product, and the customer must ensure that the product is appropriately packaged.

Products shipped to J.K.Medico freight-collect will be refused. Shipping damages resulting from improper packaging will be the customer's responsibility. After repair, J.K.Medico will return the product ground freight prepaid for in-warranty items. For any other shipment method, customers must pay the difference in freight. Non-Warranty items will be invoiced for any parts, labor, and shipping charges. Products will not be accepted by J.K.Medico for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

By choosing to request an RMA number from J.K.Medico, it is implied that the customer has agreed to the terms of the J.K.Medico RMA Policy.