

Send to:
Neodent
60 Minuteman Road
Andover, MA 01810

Online: www.straumanngroup.us/eshop
Phone: 800-448-8168, 978-747-2500
Fax: 800-524-6752, 978-747-2490
Email: customerservice.us@neodent.com
info.us@neodent.com



Return/Exchange Form

Please fully complete this form and enclose with returned items for efficient processing.

Check Applicable Box Return Exchange

Customer# _____ **Name:** _____ **Date:** _____

If customer number is unknown, please include complete address:

Street _____ **City:** _____ **State:** _____ **Zip Code:** _____

Your Return or Exchange Number*: _____

*Before shipping any return or exchange items, please contact Customer Service at **customerservice.us@neodent.com** or **800-448-8168** to receive your "RTN" or "EXC" number.

Reason for Return/Exchange: _____

Quantity	Reference #	Lot #	Description

SHIP TO: Neodent Attn: Returns, 60 Minuteman Road, Andover MA 01810

IMPORTANT: Please note your package tracking number. Neodent is not responsible for packages lost, stolen, or damaged by shipping carriers.

Return/Exchange Policy:

Returns: 60 days for product to be returned for a full refund. **Refunds** for **returns** are processed back to the **original form of payment**.

Exchanges: UNLIMITED * As long as the product has 1-year shelf life or 18 months from the invoice date

- Refunds for exchanges are processed back to the form of payment of the exchange order
- The exchange request must be accompanied by an offsetting order of equal or greater dollar value
- Exchange orders are at current pricing and the original discount if applicable, will be applied

Exceptions: Please note promotional orders are **ONLY** eligible for exchange unless the entire order is returned in full.

We remind you that you can easily obtain a return request number and shipping label from Straumann's eShop at any time.