



THANK YOU FOR YOUR PURCHASE!!

This Document Contains Important Information - Please Save It

*We are so proud of the AVACEN device you just purchased, we offer a **60-Day SATISFACTION GUARANTEE!** All we ask is that you follow our simple, clinically-proven, effective protocol of two 15-minute uses daily.*

Just in case you don't have your original purchase documents handy, here's a copy of your 60-Day Satisfaction Guarantee Return Policy:

Only one device per original purchaser can qualify for the payment reimbursement. Discounted devices do not qualify for money-back returns. When multiple devices are purchased and one is being returned, the refund amount is based on the lower-priced device.

To qualify for 90% reimbursement you will need to: (1) be an original purchaser and follow our clinically proven use protocol of 15 minutes twice daily (early morning and before bed) for at least 50 of the 60 days; (2) request a Return Merchandise Authorization (RMA) from customer service (RMA@AVACEN.com) within 65 days of the AVACEN device delivery to you and ship the AVACEN device back within 10 days receiving your RMA and; (3) return the AVACEN device in a 'like new' condition, including manuals and re-packed, in the same manner as received, in the original shipping container. An accepted Equipment Purchase Agreement (either online or written) is required prior to shipping to qualify for any refund.

To qualify for 80% reimbursement, you will need to: (1) request a Return Merchandise Authorization (RMA) from customer service (RMA@AVACEN.com) within 65 days of the AVACEN device delivery to you and ship the AVACEN device back within 10 days receiving your RMA and; (2) return the AVACEN device in a 'like new' condition, including manuals and re-packed, in the same manner as received, in the original shipping container. An accepted Equipment Purchase Agreement (either online or written) is required prior to shipping to qualify for any refund.

If you paid VAT; you must apply for the VAT refund. If AVACEN paid VAT; this amount will be deducted from the refund and AVACEN will apply for the VAT refund and pay any money refunded to you after received by AVACEN.

Amounts not refunded cover the cost of depreciation, refurbishing, re-packaging and re-certification of the AVACEN device.

No refunds will be issued OR RETURNS ACCEPTED if these policies or timelines are violated in any way.

IF YOU NEED TO RETURN (including warranty claims) you **MUST** have a Return Merchandise Authorization (**RMA**) Number

YOU **MUST** WRITE THE RMA ON THE OUTSIDE OF THE RETURN BOX

TO GET YOUR RMA: email your request to **RMA@AVACEN.com** with the serial number of your product (found on the bottom of the AVACEN device).

Your Return Merchandise Authorization (RMA) Number can only be issued by AVACEN Medical Customer Service. Returns WILL NOT be accepted without a valid RMA.

INSTRUCTIONS: Return ALL items that arrived inside the original box: AVACEN device, power supply & cord, unused mitts, user guide and marketing literature.

To allow proper inspection of returned products, refunds will be processed within 15 days after return is received.

IMPORTANT: *If the device is returned in a condition other than 'like new', you will be charged to repair and return the device to a 'like new' condition. These charges will be deducted from your refund, if any. You are not required to purchase insurance if you return the device using, FedEx, UPS or DHL.*

RMA RETURN SHIPPING ADDRESS: Will be emailed to you along with your RMA by AVACEN Medical Customer Service.