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SomnoMed Return Policy

We are committed to consistently looking for ways to improve your experience with us. As such, effective immediately, we are modifying our return policy as listed below:

SomnoMed Customer Return Policy Effective 10/1/2017

- If you experience any issues with a SomnoDent device, we want to work with you to make it right. If we've made an error, please send the case back to us using a SomnoMed shipping label¹, and we will evaluate it. Our evaluation process will determine what repairs are needed and we will work to repair the case to meet quality standards, and ship it back to you.
- We will no longer offer full refunds on devices for any reason outside of a manufacturer defect.
- In order to ensure a positive end-user experience, please remember that SomnoMed is responsible for the manufacturing of the device, and the clinician is responsible for the clinical efficacy of the device.

Returns Timeframe:

- Device Returns: SomnoDent devices must be returned within 90 days.
- Shelf Products Return: SomGauge handles and forks, Product Demos and ALPHA devices, must be returned unused and unopened within 30 days in order to receive a full refund.
- SomTabs Returns: SomTabs returns are handled through amazon.com and their return policy, which may be accessed in their Help and Customer Service section of their website.
- This policy is effective for all SomnoMed Top Tier Customers who maintain their status over a rolling 12 month period.²

We deeply value your relationship with SomnoMed and intend to provide you with the highest level of service, simply because we believe our customers deserve the very best products and services. If you have any further questions or comments regarding this matter, please feel free to contact us at 888-447-6673.

¹To request SomnoMed shipping labels, contact Customers Service at 888-447-6673 x3

²For questions about your top tier status, please contact your local SomnoMed representative.