



## **WARRANTY POLICY**

Acme warrants all Acme products purchased directly from Acme or an Authorized Dealer in accordance with the following terms and conditions:

Two years guarantee is offered to our customers. All Acme products are guaranteed to be free from defects in material and workmanship when used for their intended surgical or dental purpose. Any Acme product that proves defective in workmanship or material will either be repaired or replaced, at Acme's discretion, without charge.

Products not purchased from an authorized source may not be authentic or meet Acme's quality standards and may have been tampered with.

### **WARRANTY EXCEPTIONS:**

This warranty is void for Acme and products serviced by any person or facility other than the Acme Repair Services. Any custom made, custom etched or neutralized products are not returnable. Warranties are not valid for Acme and products that prove defective as a result of improper care and cleaning or misuse. Instruments or products that are damaged in fire, flood or other acts or disasters are also excluded from warranty.

Except as set forth in these Terms and Conditions, Acme makes no other representations and warranties regarding its instruments or products, either expressed or implied. In addition, in no event will Acme be liable for any incidental, special or exemplary damages or loss of profits in connection with the use of Acme and products.

Acme operates its own in-house Service and Repair department. A Return Material Authorization (RMA) number is required before instruments are returned for Repair. Contact our Repair Department at [info@acme-cw.com](mailto:info@acme-cw.com). Acme cannot accept instruments for repair at conventions or trade shows. Acme representatives cannot accept instruments for repair.

Be prepared to provide the following information when you contact:

Customer Account Number  
Customer Purchase Order Number  
Reason for Repair



Once you've received your RMA number, repairs may be sent to:

Acme Commercial Ways(Pvt)Ltd.  
Nowl More,Roras Road  
P.O Box 1092  
Sialkot  
51310 Pakistan

Tel +92 052 3558738,3563693  
Fax +92 052 3254126,3254127

#### **INSTRUMENT RETURN POLICY**

We offer a full credit for all unused merchandise, in its original packaging, and returned within 60 days from date of invoice. Merchandise returned after 60 days, but before 120 days from date of invoice, will be charged a 15% restocking charge. Merchandise must be unused and in its original packaging.

No returns will be accepted after 120 days from date of invoice. Custom made, custom etched, or neutralized products are not returnable. Returns will not be accepted on scissors that have been custom serrated.

Sterile products, which have been opened, returned out of the original package or returned after the sterile expiration date, are not returnable. Discontinued products, medicament products, private labeled, custom made, custom etched or neutralized products are not returnable.

Broken instruments noted as 'Sharps' have special handling and return requirements.

A Returned Goods Authorization number (RGA) must be obtained prior to returning product to Acme. Product returned without an RGA number will be returned directly to the distributor, with a letter of explanation. Returns can only be granted and authorized by obtaining an RGA number from Acme by contacting at [info@acme-cw.com](mailto:info@acme-cw.com) .

Issue of an RGA number should not be interpreted as a final credit to your customer account. Acme reserves the right to evaluate incoming returns prior to issuing any customer credit.

To obtain an RMA number, e-mail us at [info@acme-cw.com](mailto:info@acme-cw.com). Be prepared to provide the following information when you call:



Customer Account Number  
Customer Purchase Order Number  
Reason for the return

**WHERE CAN I SEND A RETURN?**

All returns in compliance with our return policy above can be returned to:

Acme Commercial Ways(Pvt)Ltd.  
Nowl More,Roras Road  
P.O Box 1092  
Sialkot  
51310 Pakistan

Tel +92 052 3558738,3563693  
Fax +92 052 3254126,3254127



Handwritten signature and a horizontal line.