



## Exchange Policy

- To exchange an order, Medi/Nuclear® must be notified within thirty (30) days from the date of shipping. If approved, customer will be issued an RGA (Returned Goods Authorization) Number.
  - To obtain a RGA Number please contact Customer Service at (800) 321-5981, (626) 960-9822, or [customerservice@medinuclear.com](mailto:customerservice@medinuclear.com).
  - Merchandise must be returned within thirty (30) days from the RGA date of issue.
- The customer is responsible for all return shipping charges. In the event of an incorrect product shipment, due to Medi/Nuclear's® error, Medi/Nuclear® will be responsible for return shipping charges.
- Products returned must be unopened, in original packaging, and in resalable condition.
- Exchange is subject to Medi/Nuclear® Quality Control inspection upon receipt.
- Radioactive sources cannot be exchanged.
- Custom products cannot be exchanged.

\*Policies subject to change at any time and without prior notice. All revised policies supersede all previous policies.