



2749 East Parleys Way, Suite 200, Salt Lake City, UT 84109-9921
Toll Free: (877) 294-2598 | Tel: (801) 984-9098 | Fax: (801) 984-9099
www.axialbiotech.com

Return Policy

(This form is available online at www.axialbiotech.com/forms)

PRODUCT RETURNS (KITS DAMAGED OR MISHANDLED DURING COLLECTION)

Should you have ScoliScore™ collection kits that are damaged, defective, or mishandled during collection, please return the kit directly to Axial Biotech, Inc.

Please follow these simple steps to complete your return:

1. Please write your return address on the Requisition Form.
2. Seal the ScoliScore™ test kit, with all of its contents, in the pre-paid shipper box.
3. Write the word "damaged" on the outside of the box.
4. Ship via U.S Postal Service to Axial Biotech

PRODUCT RETURNS (BOXES DEFECTIVE OR DAMAGED DURING SHIPMENT)

Should you receive a damaged box that has affected your ScoliScore™ kits, please return all damaged kits directly to Axial Biotech, Inc. Feel free to keep and use any kits that were not damaged in shipment.

Please follow these simple steps to complete your return:

1. Call Axial Biotech's office at 1-877-294-2598 or email customerservice@axialbiotech.com with the reason you are returning the product.
You will be given an RGA (return goods authorization) number that must be written on the return form.
2. Download and print the Return Form and Merchandise Return Label at www.axialbiotech.com/returns
3. Package all the damaged product that you need replaced.
4. Affix the Merchandise Return Label and ship back to Axial Biotech via U.S. Postal Service

PRODUCT RETURNS (CONSIGNMENT PRODUCTS)

Should you choose to discontinue your usage of the ScoliScore™ test, please return all your unused kits directly to Axial Biotech, Inc.

Please follow these simple steps to complete your return:

1. Call Axial Biotech's office at 1-877-294-2598 or email customerservice@axialbiotech.com with the reason you are returning the product.
You will be given an RGA (return goods authorization) number that must be written on the return form.
2. Download and print the Return Form and Merchandise Return Label at www.axialbiotech.com/returns
3. Carefully package up the remaining product that you no longer wish to use.
4. Affix the Merchandise Return Label and ship back to Axial Biotech via U.S. Postal Service

PRODUCT EXCHANGE FOR EXPIRED KITS (CONSIGNMENT PRODUCTS)

If you have ScoliScore™ tests that have expired, please return all your expired kits directly to Axial Biotech, Inc.

Please follow these simple steps to complete your return:

1. Call Axial Biotech's office at 1-877-294-2598 or email customerservice@axialbiotech.com with the reason you are returning the product.
You will be given an RGA (return goods authorization) number that must be written on the return form.
2. Download and print the Return Form and Merchandise Return Label at www.axialbiotech.com/returns
3. Carefully package up the expired product.
4. Affix the Merchandise Return Label and ship back to Axial Biotech via U.S. Postal Service
5. Axial Biotech will replace the expired product with new product for your office.

Questions? Call Axial Biotech, Inc. at (877) 294-2598.