

SHUKLA MEDICAL



RETURN & WARRANTY POLICY



THE EXTRACTION
EXPERTS

RETURN POLICY



The Standard
of Care

INSPECTION AND RETURN TIMELINE

Products purchased from Shukla Medical must be inspected by the buyer upon delivery. If there are visual signs of damage or non-conformance, the buyer must notify Shukla Medical and initiate a return within 30 days of receipt.

RETURN PROCEDURES

1. For Non-Conforming Products

- Contact Shukla Medical within 30 days of receipt to obtain:
 - A **Return Merchandise Authorization (RMA)** number.
 - A **Return Shipping Label**.
- All items must be returned in their **original packaging** with the RMA number included.

2. For Buyer-Initiated Returns (e.g., Ordering Mistake)

- Contact Shukla Medical to obtain an RMA number.
- The buyer is responsible for:
 - **Return Shipping Costs**.
 - **A 20% Restocking Fee**, which will be deducted from the refund.
- All items must be returned in their **original condition and packaging**.

3. Refunds & Credits

- Returns without an RMA number will not be accepted.
- Refunds or credits will be issued only after the returned items are **received, inspected, and processed** by Shukla Medical's receiving department.
- If a product fails during use at a later date, it will be covered under Shukla Medical's **warranty policy** (see below).

WARRANTY

SHUKLA MEDICAL LIMITED WARRANTY POLICY

WARRANTY COVERAGE

Shukla Medical warrants to the original retail purchaser that it will rework or replace components of the medical products supplied by Shukla Medical that are defective in material or workmanship under normal use and service.

- This warranty applies only to defects reported within the applicable warranty period and extends solely to the first retail purchaser.
- It is not transferable or assignable.

APPLICABLE WARRANTY PERIOD

The warranty period is one (1) year from the date of delivery to the original purchaser for all warranted products and components.

WARRANTY (CONT)

OBTAINING WARRANTY SERVICE

Warranty service can be obtained through Shukla Medical via the following channels:

- **Email:** CS@Shuklamedical.com
- **Phone:** 1-888-4-SHUKLA
- **Fax:** 1-727-626-2770
- **Mail:** Shukla Medical, 8300 Sheen Drive, Saint Petersburg, FL 33709

The retail purchaser is responsible for:

1. Arranging delivery of the product to Shukla Medical or its authorized dealer at the purchaser's expense.
2. Complying with warranty service instructions provided by Shukla Medical or its authorized dealer.

REPLACEMENT PARTS POLICY

If the customer requests a replacement part under warranty, the following conditions apply:

1. The replacement part will be invoiced to the customer at the time of shipment.
2. A credit will be issued only after:
 - The defective or failed part is **returned** to Shukla Medical with a valid **Return Merchandise Authorization (RMA)**.
 - The defective or failed part is **inspected** and verified as eligible under warranty.

*If the defective or failed part is **not returned**, the customer will be responsible for the full cost of the replacement part.*

EXCLUSIONS

This warranty does not cover and Shukla Medical will not be liable for:

1. Defects, damage, or other conditions caused by misuse, abuse, negligence, alteration, accident, freight damage, or tampering.
2. Products not installed, used, cleaned, or maintained according to instructions.
3. Consumable products (e.g., single-use tips).
4. Accessories or parts not manufactured by Shukla Medical.
5. Unauthorized adjustments, repairs, or replacements.
6. Costs for routine maintenance and cleaning.
7. Representations or warranties made by individuals or entities other than Shukla Medical.

EXCLUSIVE REMEDY & LIABILITY DISCLAIMER

- Shukla Medical's sole obligation is the **rework or replacement** of defective parts.
- Shukla Medical is not liable for any direct, indirect, incidental, or consequential damages, including but not limited to:
 - Loss of profits or income.
 - Loss of use or downtime.
 - Employee wages, benefits, or contractor costs.

WARRANTY DISCLAIMER

This warranty is the **only warranty** provided by Shukla Medical. It supersedes all other warranties, express or implied, including implied warranties of merchantability or fitness for a particular purpose.

STATUTE OF LIMITATIONS

No action may be brought against Shukla Medical for breach of warranty or related claims more than 90 days after the warranty period expires.





SHUKLA Surgical Tech Support
727-626-2771

When you have tried all known techniques to extract an implant or remove a screw but determine you need suggestions for alternate techniques, help is only a phone call away. We will quickly put you in touch with our Technical Experts who will suggest other solutions to use our tools.



Shukla Medical designs and manufactures instrumentation for orthopedic implant extraction at our headquarters in St. Petersburg, Florida, USA. We are proud to be an *ISO 13485:2016* Certified company.

In 1998, aerospace component manufacturer S.S. White Technologies, Inc. acquired the Medical Products Division of Snap-On. S.S. White rebranded the medical division in 2007 to create Shukla Medical.

Today, Shukla Medical is the industry leader in orthopedic implant extraction tools. We are the only company to offer a comprehensive, truly universal orthopedic revision line for removing IM nails, hip and knee implants, spine hardware, and broken or stripped screws. Surgeons and industry leaders know: **If Shukla can't get it out, no one can.**

**Contact us
to learn more**

Shukla Medical
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SHUKLA MEDICAL®
Universal Orthopedic Extraction Technologies