



Community Tissue Services®

Return Policy

- ❖ All return orders require a Return Authorization (RA) number before product may be returned for credit. Please contact your local Community Tissue Services branch to obtain a RA number.
- ❖ Freeze-dried and frozen tissue may be returned within 30 days of order, providing the integrity of tissue and packaging has not been compromised.
- ❖ A Documentation of Storage Form (Tissue Bank Form #537) must be completed for opened frozen boxes and requires two employee signatures from the returning facility.
- ❖ Failure to complete the Documentation of Storage Form may result in no credit issued.
- ❖ Effective February 15, 2012, all return orders are subject to a re-stocking fee of \$50 for each order returned for credit. This fee will help cover resources that were used to service the graft request.
- ❖ Opened frozen boxes are subject to a \$100.00 re-certification fee and subject to a return shipping fee (facilities that ship at their own expense will not be invoiced the return shipping fee). The \$50.00 re-stocking fee will be waived when the re-certification fee is applied.

Delivery

- ❖ Community Tissue Services can ship overnight to almost any location within the United States. All orders are subject to a delivery fee. Please contact our Customer Service Team for more information.
- ❖ Local delivery service options available at Community Tissue Services branch locations.
 - STAT (requiring delivery within two hours of initial call to Community Tissue Services) orders are subject to a \$25 fee.
 - After hours (an initial call requiring service before 8am and after 5pm Monday – Friday) are subject to a \$25 fee. In the event a STAT order is placed after hours, only one \$25 fee will be invoiced.
 - Orders requested to be couriered are subject to a local S&H fee.