



**Cefla North America, Inc. (C.N.A.) Credit and Return Material Authorization (CRMA) Policy**

**Spare Part Returns**

Return requests for spare parts shall be made in writing to the following email: [customer-service@cefladental.com](mailto:customer-service@cefladental.com) within thirty (30) days of the date of delivery and in resalable condition (unopened). If a return is requested after 30 days of delivery, it will be evaluated by Sales Administration Management. If approved, C.N.A. will begin the return process via email correspondence.

Damage claims shall be made in writing within seven (7) days of delivery. If product is opened, damaged, or otherwise tampered with, C.N.A. reserves the right to charge a fifteen percent (15%) restocking fee. If a restocking fee is charged, C.N.A. will automatically deduct it from credit due (if any).

**NOTE:** C.N.A. does not currently permit exchanges for spare parts.

**Finished Good/Unit Returns**

Return requests for product (finished goods) shall be made in writing to [customer-service@cefladental.com](mailto:customer-service@cefladental.com) within thirty (30) days of the date of delivery to Sales Administration Management.

The reason for return will be evaluated by an Executive of the Corporate Office (Cefla, s.c.) or by the Head of Sales for a final decision. Finished good/unit returns will be evaluated on an individual basis. C.N.A. reserves the right to deny return requests. If approved, C.N.A. will begin the return process via email correspondence.

**NOTE:** C.N.A. does not currently permit exchanges for finished goods/units.



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**Approval of Returns**

Per this policy, in order for a return to take place, the following is required prior to physically returning material to C.N.A.:

1. The return shall be approved by Sales Administration Management (or Director/Regional Managers for finished goods).
2. A serial number (if applicable) shall be obtained from the requestor as it is an essential requirement in the crediting process.
3. The Dealer or End User will put the return material authorization (RMA) number on the outside of the return packaging. **NOTE:** The RMA Number will be provided by Sales Administration upon approval of the return request.

**NOTE:** C.N.A. does not accept unannounced returns, returns without prior approval in writing and returns without the RMA number provided on return packaging. C.N.A. reserves the right to refuse shipment or return to sender without notice.

**NOTE:** For Warranty Returns (RMA), contact the Technical Services Department at [service@cefladental.com](mailto:service@cefladental.com) for approval.

Sincerely,

Sales Administration Management