



Canada Return Policy

To ensure product integrity and efficient processing, Implantech Associates, Inc. accepts returns under the following conditions:

Requirements to Canada

Implantech will provide the **Commercial Invoice** which will include key information during the return authorization process. Returns must be shipped using **FedEx International Economy** or **FedEx International Priority**. Any other shipping method, including International Ground, may result in customs delays, FDA review delays or the product being returned to the shipper.

Authorization Required

All returns must be pre-authorized. Please request a Return Goods Authorization (RGA) by calling our friendly Customer Service Team at 800.733.0833 or submitting the online form <https://www.implantech.com/return-policy/>. Returns without an RGA will incur a 20% service fee.

Restocking Fee

All approved returns are subject to a 20% restocking fee.

Product Condition

Returned items must be in original, unopened packaging with all seals intact. Boxes are labeled "Not Returnable if Package Seal is Broken". Packaging must be free of dents, damage, markings, stickers, or alterations.

Return Timelines

Returns must be initiated within 30 days of the invoice date and received within 30 days of RGA issuance. Returns received after 30 days are subject to a 20% service fee. No returns will be accepted after 90 days from the invoice date.

Shipping Instructions

Products must be returned in a box, not an envelope or pouch. Improper packaging may result in a 20% service fee. Customers are responsible for prepaid, insured shipping. Shipping and handling charges are non-refundable.

Non-Returnable Items

Due to their personalized nature, patient-specific products are non-returnable. All sales are final.

Processing Guidelines

Please include the RGA number on the outer shipping box and all documentation to expedite processing. Do not include payments in return packages.

Return Address

Implantech Associates, Inc
RGA Number: _____
6025 Nicolle Street
Ventura, CA 93003

Thank you for your order. We appreciate your business!