

# Hologic-IBS Policy

## Non-Quality Related Customer Returns (Effective 2/1/2010)

The following outlines the Hologic-IBS policy regarding non-quality related customer returns.

**1) No credit to be provided for return of capital sales (consoles and adapters).**

2) All disposable returns for ATEC, EVIVA, CELERO, MammoPad, and MammoSite products must meet the following conditions unless they qualify for #3 below:

**A. To earn 100% credit with no recycling/disposal fee:**

- i. Items cannot be older than 3 months from date of sale and
- ii. Reason for return must be the result of a Hologic error or return request
  - a. Shipping error
  - b. Customer Service input error
  - c. Other Hologic induced error/return request
- iii. Or first return by customer regardless of fault and within 3 months of date of sale (allowed one time only for each customer)

**B. To earn 80% credit (100% less 20% recycling/disposal fee)**

- i. Items cannot be older than 3 months from date of sale and
- ii. Reason for return must be the result of a customer error
  - a. Customer ordered wrong part
  - b. Customer ordered wrong quantity
  - c. Other customer induced error

**C. No credit provided**

- i. Items are older than 3 months from date of sale
- ii. Items returned without proper authorized documentation

- 3) MammoPad customers may switch MP101/MP201 for MP301 if they meet the following conditions:
- A. Have ordered Hologic digital mammography equipment (Selenia, etc.) within the past three months
  - B. Have placed a MP301 order for a number equal to the number of pads being returned (2 cases MP301 = 1 case MP101, 1 case MP301 = 1 case MP201)

Customers meeting the two above qualifications will receive credit as follows:

- A. 100% credit for up to 5 cases of MP101 or 10 cases of MP201
- B. 80% credit (100% less 20% recycling/disposal fee) for any additional cases returned

- 4) All items returned for credit must be approved by the Indianapolis Director of Finance before final credit is issued.