



## TERMS & CONDITIONS

### Returns:

- a) Products normally carried in GF's inventory may be returned to GF only when a GF Customer Service Representative issues a Return Merchandise Authorization ("RMA").
- b) All returns must be sent to the specific location indicated by GF, in the same quantity as that sent in the original unopened box, properly packaged, and prepaid (F.O.B. GF indicated warehouse).
- c) Refused orders or requests for returns due to customer error are subject to a service charge of 25% or \$10, whichever is greater. The customer is responsible for all outbound and return freight charges. Under no circumstances will GF accept a returned product more than thirty (30) days after the shipment date.
- d) All returns are subject to inspection. GF will determine, in its sole discretion, whether an item qualifies as a warranty item and whether to repair or replace the item.

- e) The following products are not returnable: 1) private label goods; 2) special orders (any item not ordinarily stocked by GF, including those items that GF has stocked in an excess quantity in order to meet the requested needs of the Buyer; Long Term Care beds; case goods, furniture; wall coverings; floor coverings; window treatments; lighting, art, room accessories and the Intensa, Hausted, and Basic American product lines including related parts and accessories; 3) discontinued items; 4) products with expiration dates; 5) sterile products; 6) products that may not be returned to stock for hygienic reasons; 7) pedigreed products; 8) products requiring special handling or storage such as temperature or humidity requirements; 9) patient lifts; and 10) clinical care recliners including related parts and accessories.

LEGAL DISCLAIMERS, LIMITATIONS & EXCLUSIONS: Each product sold by GF is accompanied by its own limited warranty. GF warrants to the original customer only that it will replace or repair components, at GF's sole discretion, that are defective in material or workmanship under normal use and service. Unless otherwise specifically stated in the applicable warranty, the customer is responsible for all freight and labor charges associated with the warranted item. All warranties are conditioned upon the proper use of the products strictly in accordance with good commercial practice and applicable GF instructions and manuals, including proper use and maintenance. To the extent that a component is warranted by a third party, GF conveys all of its rights under that warranty to the original customer, to the extent permitted. The limited warranty shall only apply to defects that are reported to GF's customer service team within the applicable warranty period and which, upon examination by GF or its authorized representative, prove to be a warranty item. The limited warranty is not transferable. THESE WARRANTIES ARE GF'S ONLY WARRANTIES AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. GF MAKES NO IMPLIED WARRANTIES OF ANY KIND INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

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