

Canada

Return Policy

To initiate a return, contact Stryker Canada Customer Service Team at 1 800 668 8323 (Option 1) or email at customer@stryker.ca

Information Required: Purchase Order number, Item Codes, Quantities and Reason for Return.

- All Returned items must be accompanied with a Returned Goods Authorization number (RMA #) which will be provided to you upon approval from a Stryker Sales Representative or Customer Service Agent. An approved RMA checklist will be provided for enclosure with your return in order to provide timely processing of your credit memo.
- Full credit or exchange will be given in the event of a Stryker order processing or shipping error.
- All return requests will be reviewed for return approval under the following standard terms:
 - Products must be in their original, unopened, unmarked packaging
 - All returns may be subject to a 15% restocking charge
 - Stryker Canada has the right to determine credit for those products with expiration dates

Credit will not be issued for the following:

- Part packages (i.e. if sold as package of ten (10) full package must be returned)
- Discontinued or obsolete products
- Special custom orders or custom product
- Items returned for resterilization
- Surgical Simplex® P Bone Cement or Simplex® Antibiotic Cement