

## Terms of Sale

- Orders can be cancelled free of charge within 48 hours after the order is confirmed by customers, provided that Regal has not yet shipped the order. Otherwise, order cannot be cancelled once we ship out the order.
- Any orders that are cancelled after 48 hours shall be billed in full amount.
- Subject to the Customer Service approval, customers are allowed to return the goods in brand new conditions due to wrongly ordered or similar situation which are not related to product defects or send the items wrongly by us. 15% restocking fees applies.
- For any quotation on the repairing cost, initial quotation based on the photos is just for reference only. The final quotation is subjected to the receiving of the actual returned products, which may be different from the initial quote.
- Regal reserves the right to make the final determination.

## Return Authorization

- Where defects occur, prepare the invoice number and LOT number (and serial number if available) and inform Regal immediately (LOT number and serial number can be found in the product or on the product label);
- Take clear pictures of the damaged area;
- Explain how the damage occurs;
- A Return Authorization (RA) number must be obtained from Regal prior any goods being shipped for repair/ replace/ credit;
- Customers MUST mark the RA number when returning the products;
- Goods return without prior approval or without the Return Authorization (RA) number are subject to refusal and will be returned at the customer's expenses;
- Please inspect all orders immediately upon receipt. Contact Regal within 5 business days in the event of errors or damages;
- Regal reserves the right to make the final determination.

Pediatric

Feet & Adaptors

Kneejoints & Hip Joints

Suspension Systems

Cosmetic, Tools & Materials

Orthotics & Rehabilitation

Upperlimbs Modular Prosthesis