



Returned Goods Policy

Any insulin pump product (“Pump”) that was originally purchased from Tandem Diabetes Care, Inc. (“Tandem”) or one of its authorized distributors may be returned to Tandem only for the following reasons: (1) during the applicable warranty period (which is set forth in the user guide for the Pump), if the customer experiences an issue with the Pump that is covered by the warranty set forth in the user guide for the Pump, then Tandem will repair or replace the Pump as provided under the applicable warranty above, and (2) during the ninety (90) day period after the shipment of the Pump, if the customer discovers that the Pump is not suited for the customer based on a valid, good faith medical reason which has been confirmed by the customer’s physician, then Tandem or the authorized distributor will accept the return of the Pump and provide a refund to the customer and/or its insurance company for the amount actually paid for the Pump.

Tandem will not accept or be obligated to accept for return any Pump that is not based on one of the two reasons. To assure prompt handling when returning a Pump, the customer must first obtain a returned materials authorization (RMA) number from Tandem’s or its authorized distributor’s Customer Service Department.

This RMA number must be clearly written on the outer box. If Tandem or the authorized distributor provides a label, the label must be attached or taped to the outer box. If no label is provided, Tandem recommends shipping via insured ground service with a tracking number. Tandem is not responsible for lost or damaged packages.

All returns pre-authorized by Tandem should be sent to:

Tandem Diabetes Care, Inc.
Customer Returns
11075 Roselle Street
San Diego CA 92121

- + Returns pre-authorized by Tandem’s authorized distributors should be sent to the distributor authorizing the return, unless other instructions are provided.
- + Returns made without the RMA number will be returned to the customer, freight collect. This policy is subject to applicable law.