

## Sientra Customer Service and Shipping Information

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Sientra understands that trust is a fundamental value for surgeons and their patients. The Sientra products you choose are an extension of that relationship. Our mission is to provide surgeons with the highest quality implant devices that produce elegant results for patients. This level of excellence extends to providing world class support and service to our customers.

### For Product Orders or Product Information

Toll Free Phone: **(888) 708-0808**

Phone: **(805) 562-3500**

Fax: **(805) 562-8401**

Our shipment method is FedEx. Shipping costs vary based on delivery requirements. Shipping charges are non-refundable.

For Sientra Customer Service hours, please visit [www.sientra.com](http://www.sientra.com).

## Sientra Returned Merchandise Policy

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Sientra is committed to providing you with world class support and services. To assist us in processing returns and credits promptly, please follow the instructions provided.

- Full credit will be issued on products returned within 6 months after date of invoice
- No credit will be issued on products returned later than 6 months after date of invoice
- **All package seals must be intact to be eligible for return**

## Product Returns

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A Returned Merchandise Authorization (RMA) is required for product returns. **All package seals must be intact to be eligible for return.** Please contact Sientra Customer Service at **(888) 708-0808** for an RMA and product return instructions. Products returned without a prior authorization may be refused.

## Billing

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For questions regarding your invoice, please contact Sientra Customer Service at **(888) 708-0808**. Terms are net 30. Please be advised that should an invoice remain unpaid after 30 days, your account may be placed on credit hold and shipments may not be made. For your convenience, invoices may be paid by major credit cards. Shipping charges are non-refundable.

