



## Returns Policy

Our Returns Policy is quite simplistic. Unlike many of the other eCommerce Online Distributors of Medical Products, Devices, and Rehabilitation Equipment, we want to be totally transparent with our valued customers and purchasers. So, in the willingness to be honest with you from the very beginning, we need you to understand that **ALL** of the products listed on our online catalog/website are unfortunately **Non-Returnable**. The reasoning behind this is due to most of these products are actually prepared specifically for you and are not built and stocked at large volumes, another issue is that these are Medical Products and once shipped they are unable to be returned, many are considered "Hygiene" products and are again not allowed to be returned once opened, and lastly, many of these products even if they can be returned, require on average 25% restocking fees plus the consumer to pay for the return shipping – we view this as a high cost that we simply do not want to mislead anyone on and feel that due to these incredibly high restocking fees and return shipping fees, most people would be better off keeping the product that they chose and received.

### **One-Time Case by Case Exceptions Can be Made by Management:**

If management approves your return based on your specific case, the following minimum will be required.

1. Product must be in brand new condition (never used) and in its original packaging.
2. Customers will be responsible for the return shipping after a RMA is issued.
3. Once received back at the warehouse, the item will be inspected and either approved or denied based on condition. If denied, the customer will have the opportunity to have the product returned to them if they desire.
4. A 25% restocking fee will be applied
5. The total refund will be original product cost minus return shipping cost minus restocking fees.

**Example: \$100 Product minus \$30 Return Shipping minus \$25 Restocking Fee = \$45 Refund**

Please understand that we are not attempting to take advantage of anyone. This would be the exact opposite reason as to why we have opened our store for you. Unfortunately, most of the other sites with similar or the same products do not explain what we just have. They have very lengthy, confusing, and legalistic Return Policies. Consumers, lots of times, unfortunately find out what we just explained after they make a purchase and the other site delivers this bad news. We want you to understand this from the beginning because we do CARE!

**Exceptions:** If a product is delivered damaged and/or broken, PLEASE DO NOT sign that you have accepted this product in good condition. Delivery Drivers are in a hurry. They have tough jobs. Their job is to deliver a package and get a signature, however, in that very small fine print, it states by signing the document you have inspected the package and it is free of any damage. If you sign this and afterwards find the product to be damaged, there will be no way of holding responsibility to the delivery company and therefore, the manufacturer will not accept the product back. You, the consumer, will not be able to get your product returned. If the product is delivered to you damaged and you refuse to sign the form, in this scenario, you will be able to return the product for a new one.





**Warranties:** Manufacturers Warranties belong to the specific Manufacturer that your product originated from. We do our absolute best to work with Manufacturers that stand behind their products. Therefore, in a warranty scenario, please reach out directly to the manufacturer so they can uphold their manufacturer's warranty. In the remote chance that a manufacturer is not upholding their warranty, please contact us immediately so we can attempt to assist. We will do our best to help and in the off chance the manufacturer refuses to assist and we disagree with their stance, we can and will terminate them from our platform. We hope that everyone understands our position on this sensitive topic of Non-Returnable items and we truly hope that we can still be your supplier of choice.

**20-Day Limitation on Returns:** If you received your product and it has been more than 20 days since it was delivered, we have a strict no-return policy and are unable to allow a one-time case by case exception by management. All delivered products after 20 days will not be eligible under any circumstances for a return/refund.

**If Insurance provided your item and/or insurance was used for payment or partial payment of your item, a return cannot be accepted. All orders that involve billing of insurance are non-returnable/non-refundable.**

Some products due to liability concerns and/or hygiene concerns are not eligible for a return, unless of course this product was delivered damaged or defective. See example list below:

- 1) Patient Lifts
- 2) Patient Slings(used with patient lifts)
- 3) Hospital Beds
- 4) Hospital Mattresses
- 5) Wheelchair Cushions
- 6) Blankets(Alpaca and Weighted)
- 7) Pillows
- 8) Handmade Items
- 9) Bed Linens
- 10) PPE Facial Masks
- 11) PPE Gloves
- 12) Oxygen Concentrators
- 13) Nebulizers
- 14) Adult Diapers
- 15) Hospital Gowns
- 16) Special Order Parts

