

Medical Supply Return Policy

General Return Policy

- Any product purchased in store is returnable within 30 days of purchase, with receipt, and original packaging.

Early Rental Return

- If you have rented a product from us and no longer need it, you may return it / have it picked up at any time. We DO NOT prorate for early returns. You will be charged for the entire rental period.

Lift Chairs Returns

- *Showroom chair restocking fee:* If you wish to return a lift chair that was purchased in-store and delivered to your home, there will be a \$100.00 restocking fee. (If you were charged a \$50.00 delivery fee, the restocking fee will be reduced to \$50.00)
- *Special order restocking fee:* Chairs that have to be special ordered from the manufacturer require a 50% deposit on the entire price of the chair. This deposit is due *before* the order is placed. If you wish to return a special order chair, There will be a 35% restocking fee on the entire amount of the chair.

Compression Garments Returns

- All Compression Stockings purchased in-store are fully refundable if returned within 30 days so long as they are in the original packaging and the stockings are UNWORN.
- Compression Stockings that have been drop shipped to your home have to be returned to the manufacturer directly. WE DO NOT ACCEPT RETURNS OF DROP SHIPPED STOCKINGS IN STORE

***Special Order Items**

- Items that are not normally stocked in the store and have to be ordered for your specific needs are considered special order items. These items may have a restocking fee (at a minimum of 35%) or be non-returnable. Ask the front store manager if you are unsure whether your purchase qualifies as special order.
- Items that are drop shipped to your home must be returned directly to the manufacturer. If you are unsure who the manufacturer may be, give us a call and we can help you with the process.

****Large items**

- Deliveries requiring 2 people may have additional delivery fees.

Customer Signature X _____