

POLICY ON RETURNED OR CANCELED SPECIAL ORDERS

All special orders require prepayment of certain fees and costs prior to the order being placed.

Any return shipping fees to return equipment to the manufacturer are the responsibility of Customer. All restocking fees charged by manufacturer are the responsibility of Customer. All returned medical equipment and supplies requires a 30% restocking fee (minimum charge of \$25.00 restocking fee). Restocking fees apply to, but are not limited to:

- Lift chairs
- Power wheelchairs
- Vehicle lifts
- Cushions and backs
- Parts

The following items are non-refundable and non-returnable:

- All skin to skin items after the original package has been opened
- All open containers of disposable items

All custom order items require a 30% non-refundable deposit before the order is placed.

Return & Refund Policy

Policy for Returned or Cancelled Orders (after product has shipped):

- Fees that the patient is responsible for must be paid in advance of shipment.
- Return shipping is responsibility of the patient
 - If a technician is to pick up item a \$150.00 Transit fee will be charged to the patient
- Products that require a 30% **restocking fee** for returns or cancellations, minimum charge of \$25 will be applied. These include:
 - Lift chairs
 - Power wheelchairs
 - Vehicle lifts
 - Cushions and Backs
 - Parts

Non-Refundable or Returnable Items:

- All skin to skin items once removed from original packaging (bathroom products)
- All open box disposable items
- All custom order items which also require a 30% *non-refundable* deposit before they are ordered. **Proof deposit must be submitted with order to Purchasing.**