

Return Policy

Notification of shortages and/or damages must be made within three business days of receipt. All returns require a Return Merchandise Authorization number (**RMA#**) from the GEMCO Medical Customer Service Department. This number is valid for 30 days. A copy of the invoice must accompany the return for proper credit to be issued.

When contacting a Customer Service Representative to request the return of merchandise, please be prepared to provide the following information:

- 1) The reason for the return
- 2) The quantity of each item and item number
- 3) Invoice date and number showing the merchandise you received
- 4) Serial Number if applicable

Returns received at GEMCO Medical facility without prior approval will not be credited. All goods will be inspected prior to issuing a credit. Returns on stocked items due to errors in ordering or overstocks, when returned in resalable condition, will receive:

- 1) Full credit for returns in saleable condition within 30 days.
- 2) 25% restocking or processing charge for returns received after 31 days; DME products reserve the right to charge 25% for returns at any time.
- 3) The customer must prepay all shipping charges on returned items; CODs will not be accepted.

There will be no credit issued for products that are not resalable, including but not limited to products that have been damaged, opened, expired or misused. No returns on special order items, which includes products that GEMCO Medical does not usually carry and/or stock.

Defective products also require a **RMA#** from our customer service department. A detailed description of the defect must be included with the return. GEMCO Medical will inspect the defective product in accordance with the manufacturer's requirements and then determine if the product will be repaired, replaced or credited. Manufacturer's warranty has first priority.

Authorized returns must be shipped to GEMCO Medical in their original package and must include all parts, accessories and product instructions. Unauthorized products returned with authorized products may be discarded. GEMCO Medical reserves the right to discard any authorized or unauthorized returns.

I have read, understand and agree to the above Agreement and Terms of Sale Policy. I understand that the Terms of Sales Policy may change at any time, and that I will be advised by mail of any changes.