

AliMed Product Return Policy

We strive to keep our customers satisfied by offering quality products, professional service and competitive pricing. Our return policy is consistent in maintaining the best value and highest service level for all of our customers. Unless merchandise is defective, returns will be subject to a 20% minimum restocking fee. Non Stocked items that have been "drop shipped from our vendor" will be subject to restocking fees that vary by individual vendor.

The guidelines below must be followed in order to receive credit:

1. Product must be in new, resaleable, unmarked condition and in original and unopened* packaging
2. Merchandise must be returned within 30 days of invoice date. To ensure prompt return processing, please attach the original packing list, invoice or RA number to the return. Refunds will be for merchandise value only. Please allow three to four weeks for return processing.

No returns can be accepted for special orders, custom products, products used for drinking or eating, shoes, orthotics in opened packages, books, videos and toileting products.

- All returns are subject to a 20% minimum restocking charge.
- Product must be in new, resaleable, unmarked condition and/or in original and unopened* packaging
- There are no returns on discontinued items.
- The original packing list or invoice must accompany the return.
- No returns will be allowed if past 30 days from invoice date.
- Please allow 3-4 weeks to process your credit.
- Credits exclude shipping and handling charges.
- No call tag/pickup slips will be issued. It is your responsibility to return the merchandise to AliMed, unless item is a Non stocked item in which case you will be provided different address details.

AliMed will not accept any product returns with biohazard contamination.

*Items arriving in bags or shrink wrap can not be ripped or torn or will be considered opened.

ALIMED WARRANTY

AliMed Inc., warrants products will be free from defects in material and/or workmanship for six months from the date of purchase. No claims will be allowed against AliMed if the product has been altered, neglected, damaged or used in a manner in which, in the opinion of AliMed, adversely affects the product's performance. Failure to follow either written instructions accompanying the product or instructions given by a healthcare professional as to proper use will void the warranty and possibly lead to patient injury, in which case, AliMed shall bear no responsibility. Warranty claims must be in writing and shall specify the date of purchase of the product, the date of use of the product and the circumstances regarding the failure of the product's performance. AliMed's warranty solely encompasses replacement of the nonconforming product, or, if AliMed is unable to replace the product, refund of the purchase price. In no event is AliMed liable for incidental and/or consequential damages.