



Return Goods Policy

TwinMed offers a 30 day worry free warranty on all products. All returns must be pre-approved by contacting our customer service department via email at customerservice@twinmed.com or call 1-877-894-6633. A Return Goods Authorization (RGA) will be issued once you provide your purchase order number, sales order number, date of purchase, reason for return & # of boxes to be returned. Please make note of following:

- RGA will be valid for 15 days after being issued. Failure to return the item in 15 days after RGA issued will result in non-credit.
- Any unauthorized returns or items will not be credited or may be returned at senders' expense or destroyed at TwinMed discretion.
- Used or damaged items (upon receipt) may not be credited.
- Shipping costs are non-refundable.
- Chargeable Items Returned must be in its original & saleable condition in order to receive credit. After 30 days, you may return an item. However, a restock fee will apply as follows on Chargeable Items:

Return from Date of Delivery	Restock Fee on Saleable items in new condition
0-30 Days	No Restock fee on Regular stocked items
31-60 Days	10% or \$25 min + freight
61-90 Days	25% or min \$25 + freight
90+ Days	Not returnable

The following items may not be returned:

- Special Order (Custom) or Non-Stock items may not be returned for credit.
- Hazardous Materials
- Unsaleable, Altered or damaged packaging, broken down packages or breached packages
- Returns "Prohibited by law" items
- Products with less than 6 months shelf life (based on expiry date on product)
- Final Sale Items
- Items that require refrigeration
- Enteral Nutrition & Supplements

An RGA # issued is not a furantee of a credit and all returns are subject to the terms of the Return Policy.



Return Procedure

- Obtain a RGA from Customer Service at 1-877-894-6633 or email us at customerservice@twinmed.com (you must provide your purchase order number, sales order number, date of purchase, total # of boxes to be returned & reason for return).
- Prepare Package for Pick Up once RGA received :
 - Remove old shipping labels, bar code & any old markings on package(s)
 - Indicate Return Goods Authorization # on package(s)
 - Indicate TwinMed address to be returned
- TwinMed Customer Service will arrange for pick up by TwinMed truck or issue a “call tag” for pick up.
- Upon Receipt of product in Saleable Condition, a TwinMed credit will be issued.

Damages & Shortages

It is the customers’ responsibility to notate any shortage or damage on the Carriers’ freight bill/manifest or Bill of Lading at time of delivery. You must contact your TwinMed Customer Service Representative at 1-877-894-6633 or email customerservice@twinmed.com to report damages or shortages within 2 business days of receipt of product. Failure to do so may result in items not being replaced or credit issued.

Incorrect item shipped

In the event an item is shipped to you in error, you must notify customer service within 2 business days of receipt of order so that we may replace the correct item at no freight cost to you as quickly as possible. Procedure as follows for processing of incorrect items received:

- Report error within 2 business days
- The correct item will be shipped on the next available ship day
- An invoice will be issued for the incorrect item
- A credit will be issued upon return of incorrect item within 15 days of receipt. The item must be in saleable condition and subject to the terms of the return policy.

Quality Issue

In the event an item does not meet Quality Specifications or is deemed as defective, please contact Customer Service within 30 days of receipt of product. All returns must be **pre-approved** by contacting our customer service department via email at customerservice@twinmed.com or call 1-877-894-6633. A Return Goods Authorization (RGA) will be issued once you provide your purchase order number, sales order number, date of purchase, reason for return & # of boxes to be returned.