

SHIPPING AND REFUND POLICY

Orders are typically shipped within 2 business days after payment is processed. RCR Medical will attempt to process order cancellation requests prior to shipment if able. If a portion of a customer order is temporarily out-of-stock, this portion of the order will be shipped to the customer as soon as available at no additional cost to the customer.

Customers will be notified via e-mail when their order is shipped, along with contact information for tracking purposes. To report a possible missing package, contact us at info@rcrmedic.com or (844) 472-7633, but please allow a reasonable amount of time (5 business days) to pass before reporting it to us.

RETURN POLICY

100% Satisfaction Guaranteed

We guarantee that all the items we sell will meet your personal satisfaction. If for any reason you are not fully satisfied with your purchase, please call or email us at the above contact information.

Returning Merchandise

If for any reason you are not satisfied with your purchase, you may return the item to us within 30 days. You can initiate a return by emailing us at info@rcrmedic.com or calling us at (844) 472-7633. You will be given instructions for sending the product(s) back to us. Please be prepared to provide the invoice number and reason for the return.

All items must be returned in original packaging and in resalable condition.

Merchandise must include a copy of your invoice or packing slip.

Original shipping and handling charges are non-refundable. Please allow up to 2 weeks for credit for returned items. Shipping for returned merchandise may be paid by RCR Medical for damaged or defective products, at their discretion. Special orders may not be returned.

Damaged Packages

In the event of product damaged in transit, please contact Customer Service via e-mail at info@rcrmedic.com or by phone at (844) 472-7633 for further assistance.

Warranty Replacements

If you have any questions regarding warranty return procedures, please visit our warranty information page (under 'Terms of Service').