



Return Policy Revised 5/31/07

An authorized Merits Health Products, Inc. provider can return products within 30 days from receipt of shipment. All items to be returned must be in new condition, in the original boxes and have original packaging.

The procedure for returning items to Merits Health Products is to call a Customer Service Representative 1-800-963-7487 and receive an RA number. The customer service representative will need the **Serial Number** of the product(s) to be returned, the **order number** for the product(s) and **date of the original order**. All returns must be authorized before being returned and the RA number should be clearly labeled on the box(s).

All returns must be sent to: Merits Health Products, Inc.
730 N.E. 19th Place
Cape Coral, FL 33909

For returns that were the result of an error by Merits Health Products there is no restocking fee and Merits will issue a call tag to have the item picked up. Merits will pay the freight charges for the return. If the return is a result of a Merits Health Products error, the customer service representative will issue a call tag with our freight company. The freight company will make 3 attempts to pick the item up. After 3 attempts, it will be the responsibility of the customer to ship the item to Merits at their cost.

For items that are being returned that are not an error by Merits Health Products, there will be a 20% restocking fee.

If an order is cancelled after the item has shipped, our standard return policy applies with a 20% restocking fee. You should accept delivery of the item(s), obtain an RA number and ship the item(s) to Merits at the above address.

If delivery of an item is refused, a 20% restocking fee will be deducted from the issued credit.

If an item is damaged during shipment to the customer, the customer should call the Merits Health Customer Service Department and fill out a freight damage claim within 3 days of receipt. All shipments must be checked for shortages. Discrepancies should be noted on the delivery receipt and signed as "short" then reported to the Customer Service Department at Merits Health Products, Inc.

Customers returning products are responsible for any damages, so we suggest that you always insure your returns. After the returned product arrives at Merits Health Products, it will be inspected and a credit memo will be issued within 30 days of receipt.
