

# Return Policy

At Janz Medical Supply our main goal is to make certain that you receive the suitable product. Should you need to return an item, please carefully read the below restrictions.

- 1. In store Purchases:** All items must be turned within 10 days from date of purchase unopened and unused. Receipt must be presented in order to return for refund or exchange.
- 2. Refund** will be given using tender used during purchase.
- 3. Non-Refundable products:**
  - Any open box items
  - All Wheelchairs

For hygienic reasons, other products are not returnable including but not limited to:

- Braces / Therapeutic Shoes
- Cushions and Backs
- Mattresses
- Compression Stockings
- Breast Pumps

- 4. Credits:** If your item is defective or was damaged, please call us immediately at **573-329-0130**. We will arrange for the item to be repaired or replaced.

