

SHIPPING, RETURNS, & REFUND POLICY

Shipping and Delivery

- We know that your order arriving on time is VITAL. You shall order with our free standard turnaround time, we never take an order unless we are 100% sure that we can guarantee your deadline. The total delivery time is: Processing time + Delivery Time. Based on a number of factors, orders placed might take between 1-2 business days (excluding Saturdays, Sundays, and Holidays) to process after payment is authorized and verified.
- The Shipping fees will depend on the weight and size of the item(s). Your final shipping cost will be displayed at point of checkout. Please also note that shipping fees are non-refundable. If you refuse any items bought from CareScrubs Uniforms and Supplies LLC online and/or physical store, you will be responsible for the original shipping cost, plus the cost of returning the items back to us. This amount will be subtracted from any online store credit to be issued.
- All orders placed to U.S.A destinations might take between 1-12 business days from the day that the orders are shipped out. This differences in delivery times depends on factors such as the destination of the order and the shipping methods selected when checking out your item(s). We ship your item(s) by **USPS or UPS**, and a tracking number will be sent to you via email once your order is shipped out. Please also not that expedited shipping is not available to addresses that have a P.O box; Addresses that have a P.O box will be shipped through USPS.

Delivery Claims/Late Delivery

If your items have not been delivered on the scheduled date or your tracking information states that your package was delivered by the carrier, but you have not received it, you must contact us within 7 days to file a claim. Our team will assist you in working with the carrier to ensure that the claim is filed smoothly. Please note that delivery claims can take up to 30 days to complete depending on the shipping carrier used.

CareScrubs Uniforms and Supplies LLC does not hold or accept responsibility for packages that have been reported as delivered by the carrier. We do not issue refunds or credits for packages that the carrier confirms as being delivered.

Exchanges

Because we can't ensure that our customers will be issued the style/size they desire by the time their returned items come back to the distribution center, we are unable to accommodate exchanges

by mail. We will issue you a store credit once we've received your return. That way, you may use the store credit towards the correct item/size/style or for another item.

Damaged or defective items

Sometime due to some unexpected circumstances, the products can suffer manufacturing defect(s). We always like to ensure that this situation shall be resolved for our customers in minimum time and fuss. When you receive your order please thoroughly inspect the delivered items. If you notice you receive an item that is defective, incorrect, or you believe that you are missing an item: please email info@carescrubsuniforms.com within 2 days of item delivery. Please also include a photo and a description of the issue along with your order name to ensure a timely resolution.

When shipping the defective item, we strongly suggest including a tracking number with your package, as we are not liable for packages that get lost in transit. Once we receive your package, we will email you a store credit in the amount of your item, plus the cost of the shipping return (up to \$15.00 USD provided you email us a copy of the receipt itemizing the return shipping cost). For U.S.A based customers, we recommend sending your return via USPS with a tracking number. Once we receive the defective or damaged item(s), we will issue you a complete refund in the form of an online store credit.

Refund /Return of Items

We are happy to issue you a refund in the form of a store credit for use on a future purchase on carescrubsuniforms Uniforms and Supplies stores. We ensure assured refund to you for the specific product ordered from our stores, when you seek the refund as per the terms of the Terms of Service of the Website.

Thirty (30) days following delivery of the items to you, EXCLUDING items marked as Finale Sale Items ordered through us, you may return merchandise for a refund of the item price anytime during that 30-day period as per our website refund policies. Shipping charges will not be refunded. The product return includes:

- a. Repackage the item including all original parts, packing material, instructions, etc. Within reason, this means that everything must be returned exactly as it was sent to you; items must be unworn, unwashed, and have original tags attached. Poor repackaging or the return of damaged merchandise could result in refusal of your return and loss of any refund or replacement item.
- b. Defective/missing/incorrect items must be reported within 2 days of receipt. If not reported, we will not issue credit.

- c. CareScrubs Uniforms and Supplies LLC is not liable for any return packages that are lost or stolen in-transit. Please keep your proof of postage and/or return tracking number when shipping back your returns.

Please note that original shipping fees are non-refundable and return shipping costs are the customer's responsibility (Except for defective items where we can cover up \$15 in the return shipping cost in the form of online store credit). CareScrubs does not provide return shipping labels.

How can I get my Refund?

Our refund policies are simple. You can claim refund by:

Send us an email at info@carescrubsuniforms.com

Or

In person at our store at 2992 N Alma School Rd, suite 1, Chandler, Arizona, USA during opening hours.

Unethical order & Cancellation Policy

- In case of any product purchase made through unethical means; by taking advantage of a technical glitch; or by misusing/ the offer terms/guidelines/codes - the particular order/s will be cancelled whatsoever and <https://carescrubsuniforms.com> will not be liable to pay any refund to you in all such cases.

Refund Cycle:

Complete refund process normally takes about 10-15 business days from the date of confirmation of refund. We are more than happy to issue your online store credit refund once the items are delivered to our facility.