

Forester Family Medical Supply, Inc.

4061 South Eliot Street • Englewood, Colorado 80110
Telephone: (303) 558-0438 • Facsimile: (303) 593-1862

RETURNS & EXCHANGES POLICY

At Forester Family Medical Supply, we strive to provide our customers with the highest quality products and exceptional service. If you are not completely satisfied with your purchase, we offer returns and exchanges subject to the following guidelines:

RETURNS:

1. **Product Condition:** The item must be unused, in its original packaging, and in resalable condition.
2. **Return Period:** Returns must be initiated within 16 days of the purchase date.
3. **Proof of Purchase:** A receipt or proof of purchase is required for all returns.
4. **Refund Method:** Refunds will be issued to the original payment method, unless otherwise specified.
5. **Restocking Fee:** A restocking fee may apply for certain items. This fee will be deducted from the refund amount.
6. **Non-Returnable Items:** Certain items, such as opened medical supplies or items without original packaging, are not eligible for return.

EXCHANGES:

1. **Exchange Eligibility:** Exchanges are subject to product availability.
2. **Product Condition:** The item must be unused, in its original packaging, and in resalable condition.
3. **Exchange Period:** Exchanges must be initiated within 16 days of the purchase date.
4. **Proof of Purchase:** A receipt or proof of purchase is required for all exchanges.
5. **Exchange Process:** To initiate an exchange, please contact our customer service team for assistance.

DAMAGED or DEFECTIVE ITEMS:

1. **Notification:** Please notify us immediately if you receive a damaged or defective item.
2. **Replacement:** We will replace the item at no additional cost or provide a full refund, as per your preference.

HOW TO INITIATE A RETURN OR EXCHANGE:

To initiate a return or exchange, please contact our customer service team at (303) 558-0438. Our team will provide you with further instructions and assist you throughout the process.

ADDITIONAL INFORMATION:

- Shipping charges are non-refundable unless the return is due to an error on our part.
- Returns and exchanges are subject to inspection and approval by our team.
- We reserve the right to refuse returns or exchanges that do not meet our guidelines.

Thank you for choosing Forester Family Medical Supply. We appreciate your business and are committed to ensuring your satisfaction with our products and services.