



GEMCO Medical
5640 Hudson Industrial Parkway
P.O. Box 429
Hudson, OH 44236
800.733.7976
www.gemcomedical.com

GEMCO Medical Return Policy

Unless specified otherwise, all orders will be shipped by the most cost-effective method available. Shipping charges and a handling fee will be added to your invoice. Shipments outside the continental US will be billed accordingly. Customer is responsible for any additional shipping charges due to customer supplying an incorrect shipping address.

Notification of shortages and/or damages must be made within 3 business days of receipt.

All returns for credit require a Return Merchandise Authorization number (**RMA #**) from the GEMCO Medical Returns Department. This number is valid for 30 days. A copy of the RMA must accompany the return for proper credit to be issued. Shipping charges on all returned goods will be incurred by the customer.

All goods will be inspected prior to issuing a credit. Returns on stocked items due to errors in ordering or overstocks, when returned in resalable condition, will receive:

- 1) Full credit for returns within 30 days.
- 2) DME products reserve the right to charge 25% for returns at any time.

NO RETURNS ON:

- **Special Order items**
- **Continuous Glucose Monitor Sensors (CGMS)**
- **Insulin Pumps, Insulin Management Systems, Continuous Glucose Monitor (CGM) Transmitters and Continuous Glucose Monitor (CGM) Receivers that have been opened or are not in resalable condition.**

Defective products require a **RMA #** from our Returns Department. A detailed description of the defect must be included with the return. Shipping must be prepaid by the customer, no COD accepted. Replacement/credit of defective product will be made after inspection and agreement by GEMCO Medical and the manufacturer.