

First Medica Product Return Policy

1. If product is damaged or defective when received by the customer, First Medica will replace that product at no charge. First Medica may issue a call tag to the customer so that they can return the product if claimed by the customer within 30 days of receipt of product. **Any request for returns over 30 days must be approved by senior management.**

2. If a customer wishes to return product for any other reason, within a year of purchase, there is a 20% restocking fee. First Medica will issue a credit for 80% of the value of the returned product. The credit can be redeemed for First Medica products within 1 year of issuance. The customer will return product at their own expense. No returns on product over one year old. **All returns must be approved by senior management.**

All returns must be in “as new” condition with all packaging and accessories included.