

# Redding Medical's Return Policy

**Your Satisfaction is Guaranteed!** If you are not completely satisfied, return your purchase for a REFUND OR EXCHANGE, no questions asked. Sorry, refunds will not include shipping charges. Please call Redding Medical (410) 526-9755 if you have any questions

**Please Note Exceptions to the Return Policy:**

- **PERSONALIZED ITEMS (ENGRAVED) MAY NOT BE RETURNED.**
- **Apparel & Shoes:** Unworn, unwashed apparel items and unworn shoes can be returned within 30 days of receipt in original packaging.
- **Other items:** All other non-apparel items without personalization (engraved) may only be returned within 30 days in original packaging.
- **All items** must be in re-sellable condition, and in original packaging..

## RETURN AND EXCHANGE PROCEDURES

Please fill out the form below and include with your return. The return must meet the guidelines above. Cut out the return address label below and attach it to your package. Please include a copy of your invoice to speed processing.

**1**

In case we have questions: **Please print your name** \_\_\_\_\_ **Order number** \_\_\_\_\_  
**Your daytime phone number** (\_\_\_\_) \_\_\_\_\_ **Email address** \_\_\_\_\_

**2**

List items you wish to return:

Item No.	How Many	Description	Return Code (see below)	Price Each	Total Price
<b>RETURN CODES:</b> 1. Arrived Damaged      3. Wrong Size      5. Wrong item Ordered      7. Other (please explain below) 2. Color Not As Expected      4. Wrong Item Shipped      6. Defective (please explain problem below)					<b>Total:</b>

COMMENTS (so we can serve you better in the future) \_\_\_\_\_

**3**

What action would you like us to take?       Exchange for items listed below       Credit/Refund

Item No.	How Many	Description	Price Each	Total Price
(MD residents add sales tax)				<b>Total:</b>

**4**

Follow these directions to return by mail:

- Include all original packing materials, manuals, and accessories with the product to avoid any additional fees.
- We recommend you return items via UPS or insured parcel post and obtain a proof of delivery. We also recommend that you reuse the original shipping carton and packing materials. **Do NOT use the product box as a shipping container.**
- You are responsible for all freight charges. However, you will be credited for shipping if the product was damaged or defective, or the wrong item was shipped. Please include the postal receipt in your return package.
- Cut out the return address label below and attach it to your package.  
 We will do our best to process your return quickly. Allow 2-3 weeks for your refund or exchange.

**Redding Medical**<sup>TM</sup>  
ESTABLISHED 1975

28 Baltimore St.  
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