

Return Policy

At Family 1st Medical, we make every effort to ensure you are happy with your purchase. We understand that in some instances a return may be necessary.

Returns/Exchanges with Receipt

Within 30 days of date of purchase, returns/exchanges will be accepted so long as merchandise is in original, saleable condition (some exclusions apply).

Exchanges will be offered for the same product or a product of equal value.

Refunds will be processed in the same tender as the purchase was made. In some cash refund instances (generally greater than \$100); a cheque will be issued which may take up to two (2) business day.

Returns/Exchanges without Receipt

Returns/Exchanges not accompanied by a receipt will be processed at the discretion of management for a store credit. Merchandise must be in original, saleable condition (some exclusions apply).

Exchanges will be offered for the same product or a product of equal value, at the store's discretion. A new receipt for the exchanged item will not be issued.

Conditions & Exclusions

Custom or special ordered items cannot be returned or exchanged, and down payments are forfeited.

Mastectomy and compression products cannot be returned or exchanged.

For hygienic and infection control reasons, we do not accept returns on items that have been in contact with the skin: This includes but is not limited to TENS units, blood pressure units, bathroom safety items, pillows, bedding, incontinence, and anything in sterile packaging.

We will only **accept returns for non-custom ordered** bracing products which are non worn, in resaleable condition, in original packaging within 7 days of purchase date.

Other exclusions may apply.

In some instances, you may be required to deal directly with the manufacturer.

Important notes:

Following inspection, Family 1st Medical reserves the right:

- to limit or refuse to accept the return of certain merchandise at any time for any reason
- to request valid identification prior to accepting merchandise for return