



Royal Medical Supplies Terms & Conditions

PLEASE KEEP THE ORIGINAL RETAIL PACKAGING (WITH UPC INTACT) AND ALL INCLUDED ACCESSORIES FOR AT LEAST 30 DAYS FOR RETURN PURPOSES. WE DO NOT ACCEPT RETURN WITHOUT THEM. All products must be returned in their original packaging unopened with the UPC intact where applicable. We will not accept the return without them.

RETURN POLICY

- The following conditions are **not** acceptable for return and will result in the merchandise being returned to you:
 - * Any product that is returned without original packaging and accessories, including the retail box, manuals & other paper materials, cables, and all other items originally included with the product will not be approved for return.
 - * Any product that does not have matching serial number to the one printed on the retail box.
 - * Any product that found to be damaged due to physical abuse or misuse.
 - * Any product that exhibits physical damage.
 - * Any product that returned with markings or writings made by customer on the original box.
 - * Test strip vials that are opened.
- We accept returns within 30 days from the date of purchase, either for a refund or replacement.
- Damaged on Arrival (DOA) items must be claimed within 72 hours of delivery date.
- Lost or non-receipt package must be claimed within 72 hours of delivery date.
- All returns must be sent within 14 business days after we approved your return request, or after our first response to your return request, whichever is sooner.
- All returns must be approved with an RMA number. Returns without RMA will not be processed.
- All returns are subject to a 15% restocking fee.
- Shipping charges are not refundable.
- All returns must include a copy of Amazon.com order receipt.
- Any sticker on the unit that may void warranty if broken, must still be intact (not broken).
- Customer is responsible for all return shipping charges.
- We are not responsible for loss or damage items in return transit.
- Please allow up to 3-7 business days after delivery date for us to process your return, verify it, and initiate your refund. Amazon will send you a confirmation email once the refund has been initiated.

- Brand new products come with our standard manufacturer's warranty. If you have problem(s) with the item you received, please contact us at 1-888-349-3487. Most technical issues are able to be resolved over the phone or via email at contact@royalmedicalsupplies.com.

CANCELLATION POLICY

- Amazon allows you to cancel order within 30 minutes after placing the order.
- After that 30min passed, the order will enter the shipping process and can no longer be canceled.
- After the package ships, the order can no longer be canceled or modified.
- If you still don't want to keep the item, please let us know when the package arrives. We will arrange your return authorization (RMA) for a refund.

CONTACT

Phone: 1-888-349-3487

Email: contact@royalmedicalsupplies.com or Contact us thru Amazon system (Contact Seller)

We are able to provide phone and email support but we respond to emails within 1-2 business days. If you don't see our response after 3 business day, please check your Spam/Bulk folder and your Amazon inbox.

BUSINESS HOURS

Customer Service hours (EST):

- Monday – Friday 8am-6pm
- Sat - Sun: Closed
- Federal Holidays: Closed

By placing your order from Royal Medical Supplies, you agree to the Policies above. Please contact us if you have any question.

Thank you,

Royal Medical Supplies