



RETURN POLICY

Welcome to D&J Medical. We appreciate you chose us for your Durable Medical equipment and Orthotics and Prosthetics. D&J Medical will accept returns of substandard quality and devices that were considered inappropriate for the patient at the time of the fitting for our Medicare Beneficiaries

RETURNS:

- You have 30 calendar days to return an item from the date of delivery.
- To be eligible for a return, your item must be unused and in the same condition that you received it.
- The item must be clean (no dirt or visible signs of wear)
- The item must be in the original packaging

Items Not Eligible for Returns:

- Due to health and hygienic regulations, we cannot accept the following items for return:
- Opened packages or anything that cannot be resold as New.

In addition, we also cannot accept:

- Return requests more than 30 days after delivery.
- Any item that has been modified or used.
- Any Custom item.

Charges and Fees:

If all conditions are met, we will be able to provide you with a Refund, minus any shipping fees we incurred and a restocking fee.

SHIPPING FEES:

All shipping charges are non-refundable. If we paid to have an item shipped to the client, the cost will be deducted from the refund.

You are responsible for your own shipping costs for returning your item. Shipping costs are non-refundable. You may return the item at any of our locations if we have approved the return.

Restocking Fee:

You will be charged a 10% Restocking Fee which we deduct from your Refund.

REFUNDS:

If your return is approved, a refund will be initiated.

You will receive a refund by check. Please allow up to 30 days for your refund to arrive.

Contact Us:

If you have any questions, please contact us: 410-893-1116

Patient Name: (printed) _____

Signature: _____

Date: _____