

EME Medical Equipment

Return Policy

EME Medical Equipment is committed to providing quality products and services to the healthcare community. Customer satisfaction is our top priority! We have established this return and refund policy to protect our customers.

Any unopened products may be returned for a refund of the purchase price of the returned items within 30 days from date of purchase. If the item is billed to insurance, you will have 3 days to return the product. Refunds of opened items that are not defective will be taken on a case by case basis by management, and will usually be accepted if returned in new condition except as noted below.

- Broken case quantities and opened sterile packages are NOT returnable.
- All used and refurbished medical equipment is a Final Sale. These products are not refundable or exchangeable.
- Lift Chairs that are stocked in the showroom can be returned within 3 days, but must be in resalable condition and approved by a manager.
- Any product which has been **worn or came into contact with the human body is not returnable or refundable.** Items such as pillows, diapers, mattresses, cushions, hand splints, mastectomy and other medical supplies and products are single-use patient items and cannot be returned due to regulations governing the resale of these products.
- All sales of Scooters, Lift Chairs, Assembled Bathroom Equipment, Compression Stockings & Donners, Maternity, Incontinence, Orthopedic, Bipap/Cpap Supplies, Nutrition and Personal Care Items are final. No refunds or exchanges of these items will be made.
- Defective medical products will be exchanged with the same products.