



Return Policy

Merchandise

All merchandise returns must obtain a RETURN MERCHANDISE AUTHORIZATION (RMA) number by calling or e-mailing our customer service department. A **25% restocking charge** will be applied for all merchandise returned. All returned merchandise must have original packaging, documentation and be in re-saleable condition. Credit will be issued upon evaluation of the returned merchandise.

The following items **will not** be accepted for credit or refund:

- Goods not in original sealed package
- Opened sterilized goods
- Special Order items
- Merchandise invoiced or with receipt beyond 30 days of purchase
- Goods not in re-saleable condition
- Goods returned without an RMA number, to receive RMA number call (864) 879-1555 and speak to customer service, be prepared to provide the following information: Original invoice/receipt number, product description, model number and serial number (if applicable) and the reason for return. Enclose a copy of original invoice or packing slip with all returns.

All merchandise returns must be sent back shipping prepaid, collect shipments will not be accepted. Customers returning products that require special handling such as Hazardous Materials are responsible for all fees and charges related to the handling and shipping of the returned product. RMA numbers are valid for 30 days after issue.

E-Training Products and Training Courses

E-training products are classified as **virtual products or goods**. There are **no refunds** or credits issued for E-training products. E-training products that include a skills check or instructor evaluation will be given the option of applying the skills check service to a future course not greater than two years from original purchase date. E-training **online test keys are non-refundable** and are valid for 60 days from date of purchase and will not be credited towards any future courses if not utilized within that time period. Training Courses or Classes are subject to our [Class Policy](#); please refer to the REFUNDS section for details.

Prescription Products

No refunds or credits will be issued for products that require a **medical prescription** once the product has been delivered and implemented at the prescribed location.

Report all shipping or invoice discrepancies to our office within 5 days of invoice date. Prices and specifications are subject to change without further notice.

“Give Someone the Chance of a Lifetime”™