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Returns Policy

Rev. 5/2019

Wholesale

Osborn Medical's return policy for wholesale sales is for unused and unopened product only. To be considered for full price return product must meet the following conditions: 1.) Product must be in original packaging and not have the original seal broken and be in good condition. 2.) Product must be current stock and not old stock no longer carried by Osborn Medical. 3.) Product must have been purchased directly from Osborn Medical within the last 180 days. If the above conditions are met, Osborn Medical will accept the returned product. Customer will pay for the goods to be returned to Osborn Medicals Office with relevant documentation. Osborn Medical will issue a credit memo for the value of the items returned if the customer is billed on credit, or if the customer pays at time of sale Osborn Medical will issue a refund check. Osborn Medical will reimburse the customer in the above manner based solely on the unit value of what is returned and not for any shipping charges previously incurred.

Retail

Osborn Medical's return policy for retail sales(individuals) is for the product in any condition. The product must have been purchased directly from Osborn Medical within the last 30 calendar days. Customer will pay for the items to be returned to Osborn Medical at their expense. When the items have been received by Osborn Medical a full refund of the customers charges, excluding any expedited shipping charges, will be provided back to their original credit card.