



Return Goods Policy

Please do not accept damaged cartons. If you receive a shipment with damaged cartons, refuse delivery (noting the reason for refusal) and immediately contact customer care at 1-888-303-6677. All other returns must be authorized by Franciscan Health Support/Kinney Drugs in advance and can be subject to a 25% restocking charge. Unhygienic items such as bath seats, toilet seats, urinals, commodes and bed pans may not be returned. Used merchandise may also not be returned.

*Franciscan Health Support/Kinney Drugs must receive all returns in a saleable condition. No credit will be issued for items with altered retail packaging.

All returns must have a return authorization number (provided by Franciscan Health Support/Kinney Drugs) affixed to each carton. Without this number, return shipments will be refused. Merchandise must be returned no later than 30 days from the date the RA# was issued and must be returned in an unused and sellable condition.

Other returns, if accepted, may be subject to higher restocking charges. All shipping shortages must be claimed within 5 days of your receipt date.

Franciscan Health Support/Kinney Drugs will only pay shipping charges on returns that are pre-authorized for return.