Refund Policy

We realize that though we provide the best in medical supplies. You could find it necessary to return or even exchange an item. As a business, we take it upon personally to subdue better to change, and we do our absolute best.

Damaged and Defective items: PLEASE NOTE that this page only covers topics associated with customer needs into returning for his or her preference. If an item appears damaged or with a manufacturer defect or additional error to which we are at fault, rest assured every fundamental approach in our domain of power to repair or replace it at no cost to you, even if it's an item that is generally non-returnable.

Conditions for Return
Items sold within 30 days of delivery for a full refund, minus shipping and restocking fees (where applicable), provided you follow the instructions listed below.

All returns must meet the following conditions:
• The item MUST appear clean with no cracks, scratches, soiled or marked tires.
• The item MUST be UNUSED
• The item MUST be in its original packaging.

Please note, the objects cannot be one of the "non-eligible returns" listed below.

Items Not Eligible for Return Due to well-being and hygienic regulations, we cannot accept the following items for return:
• Bathroom safety equipment such as raised toilet seats, bath/shower variation benches, grab bars, bathroom wheelchairs, tub bars, bath lifts, types of furniture.
• Seat cushions and backs
• Opened packages or anything that cannot count as New.
• Other items specially marked as "non-returnable" in the item's website description

Also, we cannot accept:
• Return requests more than 30 days after delivery
• Any item that has been modified or used
• Any item not in its original packaging
• Special orders
• E-gift certificates

Charges & Fees
As the assumption of all conditions has to be met to provide you with a FULL REFUND, minus shipping fees, and, on some items, restocking fees.

Shipping Fees
All Shipping charges are non-refundable. For "Free shipping," our actual outbound shipping cost of the item are withheld from your refundable amount. Return shipping costs (of sending the item back to us) are also the responsibility of the customer. Due to the occurrence of an item returned due to our error, manufacturer defects, or damage during shipping, in that case, which we would send you a prepaid shipping label.

Why Shipping Fees? Even though you're giving us back an item that we can resell, the shipping itself is a service that the carrier (UPS, FedEx, or a freight company) has finished and can never get back. Even if an item had "Free Shipping," that didn't mean that for your particular item (and generally, "Free shipping" is for the larger items) it cost UPS nothing in gas or workforce to get it to its destination. It means that, out of loyalty to our customers, WE covered that shipping fee. So when a customer returns an item, the amount we paid still has to get deducted.

Restocking Fees
Most of our items are exempt from restocking fees. However, several items do have a 25% restocking fee, and we have to deduct it from your refund.

The following items are subject to restocking fees:
All items in the following categories:
- Lift Chairs
- Patient Lifts
- Scooters
- Wheelchairs (Manual, Power, and Transport)
- Defibrillators (AED's)
- Personal Protective Equipment

Why Restocking Fees? Like almost all online retailers, we are sometimes forced to charge a restocking fee. We ship items directly from our manufacturers and suppliers, and the address we give you to return the item is the appropriate manufacturer or supplier. These companies have to employ personnel to accept returns, inspect them to make sure all conditions met. All the pieces that are, in the original packaging, no damage, no wear, and tear), repair occasional minor damages caused by return shipping (if not large enough to cause them to refuse the item), replace missing hardware, packaging, and instruction manuals, and put the item back in circulation. The manufacturers charge the retailers a fee for this service, which the retailers, ourselves included, have no choice but to pass on to the customer.

Return Procedures
1. Customers must have a Return Merchandise Authorization (RMA) number to
qualify for a return. Items returned without an RMA# cannot be accepted. The appropriate parties need to know it's coming.

2. For a return to be accepted, the customer must request an RMA number within 30 days of delivery.

3. To obtain an RMA, please contact us at our phone number, 317-293-1700. Once it’s approved, we shall give an email within 1-2 business days containing details with precise shipping directions, including your RMA# and the appropriate return shipping address.

4. Return after 14 days of your receiving your RMA number.

5. We strongly suggest you secure items for shipping and handling as well as obtain a valid tracking number. We are not responsible for items that are get lost or damaged on the way from the customer's address to any of the return facilities. All returns are subject to inspection. They must be in new, unused, resalable condition and contain all packaging materials, manuals, and blank warranty cards. Any item not in its original condition be deemed unsuitable for resale and cannot be refundable.

**Exchanges**

To exchange an item, you must:

1. Request an RMA# to return the first item (see above).
2. Place a new order for the exchange.

If you'd like to get the second item quicker, you may place the order as soon as you request an RMA#.

Refunds If you would prefer a refund, shall be issued within 30 days after we have received, inspected, and approved the return. We'll send your refund via the original payment method that you used to pay for the item.

**Canceled Orders**

Any order that the customer cancels after placement, even if the customer has not received the item yet, is subject to regular return policies. Customer must accept delivery, and then contact us to set up a return, as per the instructions above. (This is because most orders begin processing almost immediately, as we can't hang onto items in case the customer changes his mind and decides he doesn't want it. If you've already placed an order, you have to assume it's already gone out.)

Obviously, in those rare cases that the item is on backorder, hasn't shipped yet and you would be able to cancel the order. However, in that case, we would let you know the situation and give you that option.

**ACTIVE MEDICAL SUPPLY LLC** has pledged to provide you with honest, trustworthy service. Please reach us with any comments or questions so we can to address them as soon as possible.