



Return Policy

At truMedic, we stand behind our products and only offer the highest quality materials and service. All our products are thoroughly inspected throughout the delivery process to ensure our customers only receive the best. If you have any concerns about your order, you may cancel anytime before delivery. To cancel, you must speak with our customer service department at 888-264-1766 and they will cancel your order.

30 Day Massage Chair Return Policy

Although we try our best to be as thorough as possible, in the rare circumstance that a massage chair does arrive damaged on delivery, please let our delivery and customer service team know immediately. At the sole discretion of truMedic, we reserve the right to replace or repair your chair.

If you would like to return a massage chair, you have 30 days from the date of installation to notify customer service. The return shipping and handling as well as a 15% restocking fee is paid for at the customer's expense and will be deducted from the total refund. White Glove Delivery and Installation is not refundable.

30 Day Personal Massager/TENS Unit Return Policy

If you are not 100% satisfied with your truMedic personal massager or TENS Unit, return it within 30 days for a full refund. The customer is responsible for the cost of return and the fee will be taken from the refund.