



**Telemed
Solutions**

Technology Saving Lives

Money-Back Guarantee

For any reason, if you are not satisfied with an item that you have purchased from Telemed Solutions, you may return the item within 30 days of delivery for a full refund of the purchase price. For information on how to return a product and the rules & restrictions that apply, read our 30 Day Guarantee Policy below.

30-Day Money-Back Satisfaction Guarantee (from date of receipt)

For any reason, if you are not satisfied with an item that you have purchased, you may return the item within 30 days of delivery for a refund of the purchase price. The following are rules and restrictions on returns:

- Proof of purchase is required for any return.
- Shipping, handling, credit card processing fees or other additional charges will not be refunded.
- 10% restocking fee on all returns.
- All returned equipment must be shipped back to Telemed Solutions and received within 45 days of purchase date.
- Refunds are limited to item(s) purchased directly from Telemed Solutions.
- Refunds do not apply for item(s) purchased from Telemed Solutions authorized dealers. Please check their policies and terms.

How to Return

Shipping the item(s) to be returned will solely be handled by the customer. The shipping and handling cost will not be refunded. Please enclose the RMA form with item(s) via your preferred carrier.

We strongly recommend using a carrier that provides a tracking number or proof of delivery receipt. Telemed Solutions cannot be held responsible if a package is lost or stolen and we will not issue refunds if there is no record of receipt and proof of delivery cannot be supplied.

Once the item is accepted, a refund transaction will be made within 7 to 14 days of receiving the item.

For any questions about our return policy, please call us at (909) 628-8787 Mon-Fri 9am-5pm PST.

