



Return Policy

Customer satisfaction is our top priority. We want you to be completely satisfied with your purchase. If you need to return or exchange an item, please contact us within 15 days of receipt of your purchase. Items must be returned in new, unused and resalable condition, and in its original packaging.

Here's how to return something ...

Step 1:

Before returning anything, please contact customer service at 1-888-619-6863, to receive a Return Merchandise Authorization (RMA) number. In most cases we will arrange for FedEx to pick the item up from you.

Step 2:

If you paid for the purchase with a credit card, your account will be credited back the amount of the purchase once the product has been received. If you paid with a check or money order, allow 2-4 weeks to receive your refund check from Preston Wound Care, from the time we receive the returned product. If we billed your Insurance carrier please allow 6-8 weeks for us to work refund out with them.

Terms & Policies

Before returning any product, you must obtain a Return Merchandise Authorization (RMA) number. NO returns, of any type, will be accepted without an RMA number.

Please have the following information on hand when calling for an RMA number: customer name, invoice number, re order number and the nature of the problem.

All products to be returned must be returned within 15 days from the invoice date, 100% complete, in resalable condition

Preston Wound Care reserves the right not to authorize product returns beyond 15 days from the invoice date.

Warranty

Any item received damaged, Preston Wound Care will replace at no additional charge.