



Return/Refund Policy

Return Policy

RMS will accept prorated returns/refunds up to 30 days from date of purchase. If item was a special order, there may be a restocking fee.

RMS will not accept returns/refunds on custom made equipment.

RMS will not accept returns/refunds on bathroom equipment, breast pumps, ostomy supplies, respiratory masks and accessories, compression garments, and nutrition products due to cross contamination/infection control issues and questionable proper storage methods.

Refunds:

If purchased by credit card, refund will be processed immediately. If payment was cash, a refund check will be issued on the next Accounts Payable cycle. If payment was check, we allow 15 days for check to clear before a refund can be issued. A refund check will then be issued on the next Accounts Payable cycle.