

HealthEquip: Returns and Refunds Policy

Returns & Refunds

If your item arrives damaged, doesn't match the product description, or is the wrong item, you may be able to return it for a refund at the seller's discretion.

To start a return, please contact the seller directly through the HealthEquip application. Once a return is requested, the seller has 10 business days to resolve your issue. If your problem isn't solved at the end of those 10 days, you can ask HealthEquip to help by visiting <https://healthequip.com/Help> and choose 'Submit Request' to enter a case.

Once the buyer and seller have agreed on an amount to be refunded (if applicable), Sellers have 10 business days to notify HealthEquip to process a refund. HealthEquip then has additional 10 business days after they received a refund notification to process the refund in the amount indicated by the seller in the original method of payment.

Send items back

When your return request is accepted by the seller, the seller will provide a return shipping label or you'll be asked to purchase one directly from a carrier. While our preference is that sellers provide pre-paid shipping labels for returning damaged, missing, or incorrect products, coverage of shipping costs are at the discretion of the seller.

Details related to shipping items back to the seller are to be coordinated through the HealthEquip application directly between the buyer and seller.

Keep in mind that the condition of the item you send back to the seller is important, so repack it carefully. If you return the item used, damaged, missing parts, or damaged during return shipping because it wasn't packaged correctly, sellers may deduct from your refund to cover the loss in the item's value at the seller's discretion.

Misuse of Returns

Activity that is not allowed includes, but is not limited to:

- Opening duplicate requests using other buyer protection programs
- Colluding with a seller to wrongly declare an item's value for customs
- Filing a chargeback after receiving a refund
- Claiming an item was not received when there is proof of delivery to the buyer's address
- Falsely claiming an item was not as described
- Returning an item other than the original item received
- Using or damaging an item and then returning it