

HealthEquip: Shipping Policy

General Information

To ensure that any packages are properly delivered and that you receive your package within the estimated delivery times, the customer is responsible for correctly entering all address information including all relevant and/or required information. The use of correct abbreviations, street numbers, building or apartment numbers, and route information (if applicable) is critical for ensuring timely delivery. We do not take responsibility for lost, misplaced, or incorrectly delivered shipments if the address information provided is incorrect or incorrectly entered at the time of purchase.

Processing Time

All orders are subject to processing time in addition to actual shipping time in transit. Depending on a number of factors, some orders may take longer than others to process.

Shipping Rates & Timelines

Please note that HealthEquip's delivery times may vary based on the seller's location, shipment service provider, the amount of orders in process, your location, as well as other factors.

When your order has been shipped, you will receive an email with tracking information.

Shipping Fees

The final shipping cost is displayed at the point of checkout. Shipping fees are non-refundable. If you refuse any shipments of items you have purchased through the HealthEquip application, you will be held responsible for the original shipping charges, plus the cost of returning the package to the seller. This amount will be deducted from any credit issued.

Delivery Claims

If your order does not arrive as scheduled or your tracking information states that your package was delivered by the carrier and you have not received it; you must contact the seller directly through the HealthEquip application. If the seller is unable to resolve the issue within 10 business days, you can ask us to step in and help by visiting <https://healthequip.com/Help> and choose 'Request Support' to enter a case.

HealthEquip does not hold or accept responsibility for packages that have been reported as delivered by the carrier. The seller does not issue refunds or credits for packages that the carrier confirms as being delivered and accepted. If a seller agrees to issue a refund or credit, it is at the seller's sole discretion.



Out of Stock Items

Sellers can allow buyers to purchase products that are out of stock. Sellers are responsible for notifying buyers the items and quantities that are both in stock and out of stock at time of purchase and before shipment on a per product basis.

Reserved Rights Regarding Order Fulfillment

HealthEquip reserves the right to solely define and limit, refuse, and/or cancel orders from customers at any time for any reason.