

Our Return Policy

- A) All products, except special or custom order items must be returned to us within 30 days of the order date. No credit will be given for items received older than 30 days.
- B) All products must be unopened in their original manufacturer's package. We will not credit any products if opened or damaged by patient.
- C) Returns must have patient's name and address outside or inside so proper credit can be given. Packages received without this information will be discarded and unprocessed.
- D) We will send a Fed Ex call tag or prepaid mailing label for any return shipment due to company error. If that is the case, please call us at 800-330-2313.
- E) Products returned for credit must be sent prepaid at your own expense to: Central Medical Systems LLC. 830 Eyrie Drive, Suite 6B, Oviedo, FL 32765

Damaged / Missing Merchandise & Backorders

- A) Any product shortage or shipping error must be reported to our customer service department within 48 hrs. from receipt of the order. Our phone number is 800-330-2313
- B) Backorder items will be shipped immediately upon receipt from our supplier. There are times that an item is on manufacturer backorder. If this happens longer than 2 weeks, we will notify the patient and the physician requesting the item.