



16 Chapman Street
Greenfield, MA 01301

413-284-4993
VITALMILK.COM

VITAL MILK'S RETURN, EXCHANGE & WARRANTY SERVICES: All sales at Vital Milk are governed by the return policies outlined below. If you have questions or concerns about our return policy please contact us and we will be happy to discuss it with you.

ABOUT THE PRODUCTS WE OFFER Vital Milk sells medical supplies. All of the items we sell are brand new and supplied in their original packaging from the manufacturer. We NEVER sell anything used.

WE ARE AUTHORIZED BY THE MANUFACTURERS WE REPRESENT Vital Milk is an authorized dealer for all of the products we offer. We work directly with the manufacturers whose products we sell to ensure that we always offer the latest and best products to our customers at the lowest prices at all times. With the exclusion of warranty coverage, all services provided by Vital Milk -- including advertisement, ordering, sale, delivery, instruction, and setup of products -- are performed by Vital Milk, and employees, independently of equipment manufacturers.

HAVE YOU RECEIVED AN INCORRECT ITEM? At Vital Milk our shipping department is second to none; but even the best people make mistakes sometimes. If you receive an incorrect item in any order due to an error on our part we will replace it without additional charge. Please contact us within 10-days of receipt of incorrect items to arrange replacement.

HAVE YOU RECEIVED A DAMAGED ITEM? We ship all orders with our preferred carriers UPS and the US Postal Service. All of the items we sell are guaranteed to be in full working order when you receive them. If an item you purchase is damaged during shipment you may return it for replacement with the exact same item. Please contact us within 10-days of receipt to arrange replacement.

WE CANNOT ACCEPT RETURNS ON MOST OPENED ITEMS Due to FDA regulations regarding cross contamination and the resale of medical supplies and devices we cannot accept returns on any equipment where the original packaging has been opened. This does not affect Manufacturer's.

WE HONOR ALL MANUFACTURER'S WARRANTIES! Warranty periods and conditions vary from product to product and manufacturer to manufacturer; if you are unsure of what warranty is offered on the product you are purchasing please let us know and we'll be happy to provide the information. Vital Milk works directly with manufacturers to ensure that repair times are kept to a minimum; however manufacturer repair times may extend for 2-3 weeks depending on each individual manufacturer's policies.

RETURNING AN UNWANTED ITEM We will accept returns on unopened items, for any reason, within 30-days of purchase as long as the manufacturer's packaging has not been opened or damaged and the item and packaging are returned in saleable condition. Simply send the



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unwanted item back with a note including your name and reason for return. Upon receipt, we will issue a refund, minus 15% restocking fee, back to your original payment account. If you would prefer a store credit, we are happy to arrange that too. Shipping costs are not refundable.

RETURNING AN ITEM FOR WARRANTY REPAIR OR REPLACEMENT Do you think your product may be malfunctioning or have a manufacturer's defect? Please email us or call 855-414-6455 and a care team member will be happy to assist with troubleshooting and diagnosis.