



Temporary Policy Changes due to Covid-19

Our temporary policy changes remain in effect until further notice. Our policy adjustments are in line with the majority of manufacturers, as most stopped accepting returns in March 2020 to date. We continually review our policies and make the necessary adjustments with the health and well-being of our customers and employees in mind.

Return Policy

Professional Medical is currently not accepting any product returns, i.e. non-stock items, broken case quantities, any items classified as PPE. Orders for items classified as PPE **remain non-cancelable and non-returnable** to avoid excess unsellable product supply. If you receive a mispick or damaged item please contact your Sales or Customer Service Rep and they will document the issue for review.

Backorder Policy

As we continue to experience an increase in manufacturer backorders, beyond our control, it is necessary for us to pass along the cost of the actual freight charges for backorder shipments that are not held to be shipped with a customers' next order. Whenever possible we will follow our standard process of shipping backorders with next delivery, those backorders will not incur any additional freight charges.

Allocations Policy

We remain in constant contact with our manufacturer partners to understand their capacity and ensure the most up-to-date information in keeping up with the demand. As our manufacturer partners make adjustments, it may impact delivery dates. All large orders will be reviewed and allocations may be enforced. We will continue to prioritize the needs of our committed customers with purchase history to ensure the most consistent product supply.

