

Omnia LLC Return Policy

Omnia LLC is determined to provide our customers quality medical products at an outstanding value. Our goal is for our customers to be completely satisfied with our products. However, we recognize from time to time our customers may need to return our product. To insure the quality of our services and to maintain the integrity of our operation the following guidelines will be used for the return of Omnia products. Please review the guidelines carefully.

Shipping Discrepancies:

Please inspect all packages upon receipt to insure the order is complete. Packing slips are enclosed in each shipment for your reference. Multiple box shipments may arrive at different times, please assure all packages identified in the packing slips are received. It is the customer's responsibility to confirm receipt of all items indicated on the packing slip. All shipping discrepancies must be reported to Omnia LLC within five business days of receipt. Failure to report shipping discrepancies within five business days prevents us from accurately problem-solving the issue; therefore variances reported after five business days will not receive credit or replacement.

Returns:

All requests for returns must be handled by our Customer Service Department at **877-741-6879** prior to the return of any product and all returns must be assigned a RMA (Return Material Authorization) number. A Fed Ex pick up will be scheduled at the time of authorization. Boxes containing product that have been written on or compromised in any way will not be accepted for return. All products must be returned in the original packaging and packed in an additional outer box to reduce the possibility of damage during return shipping.

Returns may be subject to a 15% restocking charge. Any product returned without an authorized RMA will be subject to a re-stocking fee and/or denial of credit or replacement. Omnia LLC reserves the right to deny a return request outside of the above guidelines. After 30 days, the RMA and return option are no longer valid and will not be authorized or accepted.

Deficiency Claims:

Shipping discrepancies will only be investigated and settled, when received in writing. In case of product discrepancy, Omnia LLC will, at Omnia's discretion, ship the deficient items at no shipping charge or issue the customer a credit/refund for the value of the product in question.