



Customer Service

WestPrime Healthcare

1.877.867.7463

5751 Chino Avenue, Chino, CA 91710

Customer Return of Merchandise Authorization

Request received by _____ Received on _____

Customer Details

Company _____	Contact _____	ID _____
Address _____	Phone _____	Fax _____
_____	Email _____	_____
City _____	State _____	Zip _____

Product Details

Item	Model #	Serial #	Qty	Reason for Return	Invoice #	Date

For internal use only

RMA # _____	Restocking fee _____	Credit amount _____
Issued by _____	Return rec'd on _____	Credit issued by _____
Issued on _____	Return rec'd by _____	Credit issued on _____
Good until _____	Replacement sent _____	

RETURN TERMS & CONDITIONS

All returns must be made within 30 days of receipt and authorized via WestPrime RETURN OF MERCHANDISE AUTHORIZATION (RMA) form. Returned merchandise must be in the original packaging and in resalable condition. Please note that credits will not be issued for merchandise damaged or not delivered to our facility. We recommend shipping your return products via a tracking courier such as UPS, Fed-Ex or US Certified Mail with insurance to ensure full credit. We cannot reimburse shipping charges for any return. All returns are subject to a 25% restocking fee. Special orders of merchandise can neither be cancelled nor returned.



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Return of Merchandise Instructions

WestPrime Healthcare is committed to supporting customers in specialty areas and meeting their medical equipment, supply and service needs. We sincerely apologize for any inconvenience that your return may have caused you. WestPrime Healthcare is more than happy to replace the item and/or adjust your account. Please use the enclosed mailing label to return the product(s). Once we receive the returned item(s), we will promptly send you a replacement and/or credit your account. When returning the item, please send it to us in its original packaging and follow the instructions, below:

1. Do not photocopy or alter the shipping label.
2. Include the attached Return of Merchandise Authorization form with your package.
3. Use shipping tape to ensure that all edges of the package are secure so that the package does not open during shipment.
4. Place the shipping label so that it is readily visible and does not wrap around the edge of the package - do not tape over the barcode.

If you have any questions or need further assistance, please do not hesitate to contact Customer Service at 1-877-867-7463. We look forward to meeting your future medical equipment, supplies and service needs.