

Return Policy

ForaCare, Inc. accepts return of qualified merchandise with a Return Merchandise Authorization (RMA) number for up to 90 days from delivery date.

To be qualified for return credit:

- A. Returned merchandise must be in new condition, unmarked, in the original packaging with all inserts, parts, accessories, and paperwork.
- B. Returned merchandise must have more than 150 days remaining before expiration.
- C. Return of opened packages/vials of strips, lancets, control solution, or lancing devices is not allowed.
- D. **No returns of unused Telehealth devices will be accepted unless it has been certified by the databank owners that they have been wiped out from the system.**

The “qualified condition” of returned merchandise will be determined solely by ForaCare, Inc.

Return Credit Amount

Credit Amount	Days from Delivery Date
Original Invoice Amount	1-30
Original Invoice less 25% restocking fee	31-90

Qualified returns are accepted for full credit within 30 days of delivery date. After 30 days from delivery date, a 25% restocking fee will be applied to qualified returns. No returned merchandise will be accepted after 90 days from delivery date.

Requested credit must reference previous price paid, otherwise, ForaCare within its discretion may credit returns at the current published best distributor price.

The following procedure does not apply to merchandise damaged during shipment or defective merchandise. Shipping damage claims should be directed to the carrier which delivered the product.

Defective product is covered by the ForaCare Warranty Policy.

Merchandise Return Procedure

1. Call the ForaCare Customer Service Department at (888) 307-8188, email your sales representatives or to service@foracare.com to obtain an RMA number. Be prepared to provide the invoice number the merchandise was purchased with, the shipping documents showing delivery date, a list of the merchandise being returned, and the reason for the return. The RMA number will be valid for a period of 10 business days from issue.
2. If the return is due to an error in Purchase Order fulfillment, ForaCare will send a prepaid shipping label to use for return of the merchandise. Inspect all ForaCare product deliveries promptly for order accuracy and completeness. The restocking fee and the 90 day return limit apply to all returned merchandise.
3. If the return is not due to an error in Purchase Order fulfillment, return party will need to pay the return shipping charges, and prepare a track-able, prepaid shipping label to use for return of the merchandise.
4. Write the RMA number on the prepaid shipping label and return the merchandise to ForaCare, Inc. within 10 business days. Returns will not be accepted without a valid RMA number on the shipping label.
5. Credit for returned merchandise will be granted after the merchandise is inspected and determined by ForaCare to be qualified for return credit.
6. Please ship the return products to:
ForaCare Inc
Customer Service Department
893 Patriot Dr., Suite D
Moorpark, CA 93021