

Z&Z Medical Return Policy for Sponges, Table Pads, and Vinyl Products

At Z&Z Medical, we are dedicated to providing high-quality products, exceptional service, and competitive pricing for our customers. We've created our return policy to ensure clarity and fairness, always aiming to maintain the best value and highest service standards for everyone.

Return Conditions

- **Items fulfilled by third-party vendors** must be returned through those vendors, while items fulfilled by **Amazon** should be returned via Amazon.
- Products must be returned within **30 days** of delivery.
- Returns are accepted only for items in **new, resalable condition** that are unused, unmarked, and in original, unopened packaging. Packaging (bags, shrink wrap, etc.) must be intact; items with torn or opened packaging will be considered used.
- Products damaged by the customer or those beyond the warranty period are **ineligible for return**.
- **Discontinued or custom items** are not eligible for return.

Fees and Freight Charges

Unless a product is deemed defective, returns will incur a **25% minimum restocking fee**, plus all associated freight charges (outbound and return freight).

Conditions for Defective Products

- If a product is confirmed defective by Z&Z Medical, a credit will be issued.
- **Foam discoloration or surface striations** are considered normal for most foam-based products and do not impact quality or performance; therefore, these conditions do not qualify for returns or exchanges.

Artifact-Free Foam and Positioning Products

Any foam product designed to be artifact-free during imaging may qualify for an **exchange** if it causes unavoidable artifacts. To process this, Z&Z Medical will require:

- Copies of images showing the artifact or distortion
- Photos of the product's current condition
- Submission within **10 business days** of receiving the product.

Please note that we may request additional information, pictures, or documentation to assess return or exchange eligibility.

Products Ineligible for Return or Exchange

Products will be deemed ineligible for return if they are:

- Damaged, soiled, marked, heavily used, or otherwise improperly handled.
- Incurring damage from **moving, puncture marks, improper storage**, or contact with external equipment.

Return Process

To initiate a return, please contact our **Customer Service team** at returns@zzmedical.com to request a Return Merchandise Authorization (RMA). Approval of any return must be obtained in advance, and returned products must be clearly marked with the provided RMA. The customer is responsible for returning merchandise to Z&Z Medical unless otherwise instructed.

For further assistance or questions, please contact our Customer Service team at returns@zzmedical.com . We appreciate your cooperation in adhering to these guidelines and look forward to serving you with quality products and exceptional support.