

BIOS

Warranty & Returns

We stand behind our product and hope you are completely satisfied with your purchase, but in case you aren't, we gladly offer returns within 30 days of your purchase. Returns must be in original packaging and in the same condition in which you received it, unless the product arrived damaged or was found to be defective. Only a partial refund will be issued if an item is not in its original packaging/condition, is damaged or is missing parts for reasons not due to our error.

Some products (such as blood pressure monitors) carry warranties longer than 30 days. Please contact Customer Service for exact warranty information.

For hygienic reasons we cannot physically accept returns into our facility for many items, however if you experience an issue with one of these items, please contact our customer service team and they will be happy to help.

Items that cannot be returned to our facility:

- Raised toilet seats
- Toileting items
- Undergarments
- Incontinence items
- Urinals
- Bath Benches
- Bath Mats
- Fever thermometers
- Food thermometers
- Ovulation thermometers
- COPD Monitors
- Food Scales
- Water bottles

For hygienic reasons the following items are non returnable and non refundable due to their nature:

- Disposable Faceshield with Head Gear

- KN95 Face Masks
- Disposable Procedural Face Masks
- Disposable Procedural Face Masks – Level 2
- Reusable Face Masks
- Isolation Gowns

Shipping charges (if any) are not refundable. All Canadian sales tax will be refunded.

Holiday returns

Items ordered between November 1st and December 31st may be returned up until January 31st.

Refunds

We will contact you once your return is received and inspected and advise if your return is approved or rejected. If approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment.

Late or Missing Refunds

If you haven't received a refund yet, double check what your original method of payment was.

For **PayPal** orders you will have to log in to PayPal to see if funds have been returned. You may even need to transfer funds from your PayPal to your bank account.

For **credit card** purchases contact your credit card company or log into your online banking to see if the refund has been posted.

There is often some processing time before a refund is posted. If you've done this and you still have not received your refund, please contact us at support@biosmedical.com

Exchanges

We will happily replace items in the event that they are defective or damaged. Contact us at support@biosmedical.com for further information.

Return processing time

The return process can vary based on the item(s) being returned. Please allow 2-3 weeks for a refund to be processed. This time frame should not include the transit time from when the item first left your possession. Some medical devices require testing before we can issue a refund. Once the item is processed in our system and the refund has been issued you will receive notification by e mail with the refund details.

Returning an item

To return an item contact customer service at support@biosmedical.com or 1-866-517-2970 Monday to Friday 8 am-5 pm. You will be responsible for the cost of shipping the product back to us, unless the product arrived damaged or is defective.