



## LISTENING TO OUR CUSTOMERS IS OUR TOP PRIORITY.

### 100% SATISFACTION GUARANTEE

Your satisfaction is very important to us. If you are not completely satisfied with your order, please contact Customer Service, by phone (where you will always speak to a live person M-F, from 7am-5pm) at 800-485-2737 or by email at [customerservice@schoolnursesupply.com](mailto:customerservice@schoolnursesupply.com).

### RETURNS AND DAMAGES

If you notice any issue with your order, locate your Packing Slip and contact Customer Service within 14 days. Original packaging required on all returns for full credit. See *return information at bottom of page for limitations.*

## CUSTOMER SERVICE CONTACT INFO

PHONE 800-485-2737 (MON-FRI 7AM-5PM)

EMAIL [CUSTOMERSERVICE@SCHOOLNURSESUPPLY.COM](mailto:CUSTOMERSERVICE@SCHOOLNURSESUPPLY.COM)

## School Nurse Supply Return Form

DATE OF ORIGINAL ORDER \_\_\_\_\_

ORIGINAL ORDER # / INVOICE # \_\_\_\_\_

DATE OF RETURN \_\_\_\_\_

ORIGINAL ORDER INFORMATION

SCHOOL NAME \_\_\_\_\_

YOUR NAME \_\_\_\_\_

EMAIL \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

**BILL-TO, IF NOT THE SAME** \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

### RETURN DETAILS

REASON CODE (BELOW)	ITEM #	QTY
_____	_____	_____
_____	_____	_____
_____	_____	_____

**A - DEFECTIVE   B - DAMAGED   C - WRONG SIZE/COLOR   D - WRONG ITEM   E - UNSATISFACTORY**

### PLEASE EXCHANGE FOR

ITEM #	QTY
_____	_____
_____	_____
_____	_____

### PLEASE RETURN FOR CREDIT

**RETURN SHIPPING ADDRESS**  
**SCHOOL NURSE SUPPLY, INC. ATTN: RETURNS**  
**1690 WRIGHT BLVD**  
**SCHAUMBURG, IL 60193**

## RETURNS, EXCHANGES AND DAMAGES INFORMATION

### SHORTAGES / MISSING ITEMS

Check your Packing List carefully, as back-ordered items are marked "SHORTAGE TO FOLLOW" and will automatically ship when possible. If summer delivery has been made, check your warehouse carefully. Dropshipped items ship directly from the manufacturer and will arrive separately as well. Contact Customer Service within 14 days or as soon as possible once a missing item is confirmed.

### DEFECTIVE & DAMAGED ITEMS

Contact Customer Service for replacement within 14 days or as soon as possible.

### WRONG ITEMS

Fulfillment mistakes resulting in the shipment of incorrect product are eligible for refund or exchange 60 days from the date of purchase. Contact Customer Service for replacement within 14 days or as soon as possible. **Original packaging is required on all exchanges and returns for full credit.**

### DAMAGED FREIGHT ITEMS

For visibly damaged items, refuse delivery or accept the package as damaged on the delivery receipt, then contact Customer Service as soon as possible. It is the customer's responsibility to thoroughly inspect freight packages at time of delivery BEFORE accepting. If unable to refuse delivery or to mark as damaged—document with photos and detailed notes and submit to Customer Service within 7 days of delivery.

### DROPSHIP RETURNS

Items that ship direct from a manufacturer but need to be returned, may need to be returned to us here at SNS or to the manufacturer, so contact Customer Service for info within 14 days of delivery or as soon as possible. Please note: Up to a 25% restocking fee may be applied, depending on the nature and condition of the return. **Original packaging is required on all returns for full credit.**

### RESTRICTED ITEMS

For your protection and that of all School Nurse Supply customers, the following items are ineligible for return.

- Cubical curtains
- Oxygen tanks
- Expired products
- Embroidered items
- Customized items
- PPE items
- AED pads (opened)
- Used items or items that have been written on or otherwise defaced

### CREDITS & RESTOCKING FEES

- All returns are subject to review and SNS reserves the right to accept or reject product for credit.
- Restocking fees up to 25% may apply for some returned items.
- Upon acceptance of return, customers have the option to request replacement product, credit for future orders, or a full refund.
- Credits on account must be used within 180 days.