

# School Nurse Supply Return Form

ORIGINAL ORDER INFORMATION

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

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

EMAIL \_\_\_\_\_

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

ADDRESS \_\_\_\_\_

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

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

ADDRESS \_\_\_\_\_

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

DATE \_\_\_\_\_

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

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

**RETURN DETAILS**

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

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

**PLEASE EXCHANGE FOR**

ITEM #	QTY
_____	_____
_____	_____
_____	_____

**PLEASE RETURN FOR CREDIT**

**RETURN SHIPPING ADDRESS**  
 SCHOOL NURSE SUPPLY, INC. ATTN: RETURNS  
 1745 WALLACE AVE.  
 ST. CHARLES, IL 60174

*USE YOUR CHOICE OF CARRIER TO SEND ITEMS BACK.*

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. 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**

For items that ship directly from the manufacturer, please contact Customer Service within 14 days of delivery to determine if it needs to be returned to SNS or to the manufacturer. Please Note: A restocking fee of up to 25% may be applied depending on condition of item. **Original packaging is required on all returns for full credit.**

**RESTRICTED ITEMS**

For the protection of our customers, the following items are ineligible for return.

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



*Listening to our customers  
is our top priority.*

**100% SATISFACTION GUARANTEED**

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

**CUSTOMER SERVICE CONTACT INFO**

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

EMAIL CUSTOMERSERVICE@SCHOOLNURSESUPPLY.COM