



Meditrac Medical Equipment Ltd.
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Tel:+972-3-5467828 | Fax:+972-3-5467619
Email: info@meditrac.co.il
<https://meditrac.co.il/>

Return Policy

At Meditrac we strive for our customers to be satisfied with every product we sell. If you are not satisfied please follow the guidelines below. Please note; your item(s) have a warranty outside these guidelines.

New and Un-opened Returns within 14 days: We will accept returns of un-opened items within 14 days from the date the item(s) were shipped. The items must be in new condition and have their original packaging. The customer is responsible for the return shipping cost to the manufacturing center. All items shipped back to the manufacturing center must be insured and have a tracking number upon shipment. There will be a restocking fee of 20% associated with the returned item payable to Meditrac Medical Equipment Ltd. Shipping, bank charges and/or handling cost are not refundable. Items over 15 days may not be returned for any reason.

Defective/Damaged Products: We understand that items may be defective or damaged in shipping. You will have 48 hours from the time your item(s) arrive to report the defective or damaged products. Your item(s) will be replaced or repaired with no additional cost to you.

How to Return Non-Defective Products: You **must** get a Return Authorization Number (RA#) printed on the outside of the shipping box. If you ship a package back to us without a RA#, we will return the package to you at your expense.

Please follow these steps to insure a prompt replacement, refund, or credit:

- Send a detailed email or fax and explain your situation.
Email address: info@meditrac.co.il , Fax: +011-972-3-5467619
- You will then receive a RA# within 48 hours along with an address to ship the products back.
- Return the package via insured mail – UPS to the address provided with a tracking number and indicating that you send back return item to the manufacturer.
- Be sure to put the RA# on the outside of the package in a visible place.
- Keep all records until you receive your credit, refund or exchange.

Thank you and Best Regards,

Rina Weiner

Executive Secretary

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Fax: +972-3-5467619

Toll free (USA only): 1-866-732-0170

Website: www.meditrac.co.il