



Puritan® Return Policy

Updated: December 9th, 2024

Puritan stands behind our products and wants you to be satisfied with them. We do our best to take care of our customers and our goal is to work with you fairly and reasonably. Our intent is to build your trust and create a long-term relationship.

Should you need to return purchased product, then please do the following:

- Contact your customer service representative to obtain a Return Goods Authorization (RGA) number.
- When calling for return authorization and an RGA number, please provide the purchase order number, invoice number, product number, and number of cases to be returned.
- Puritan Medical Products Company, LLC will email a confirmation upon request.
- The RGA number issued by Puritan must be affixed to returned merchandise to assure proper credit.

The following terms and conditions apply to merchandise returns:

- Faulty merchandise or merchandise shipped in error may be returned freight collect with prior approval.
- Merchandise (*see exceptions below) must be returned within **forty-five (45) days** from invoice date and must be in full case quantities with reference to the original PO number. Return freight must be prepaid. A restocking fee of Thirty Dollars (\$30.00) per case will apply.

*All Special/Custom Order items are considered final sale and may not be returned.

***All media filled products (Opti-Swab®, Unitranz-RT®, all liquid based media, ESK® Sampling Kits, EnviroMax®, EnviroMax Plus® and PurSafe®) are considered final sale and may not be returned.**

- Authorization for return will be valid for thirty (30) days from the date of RGA issuance.

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