



RETURN POLICY

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VIPER Emergency Medical Restraints, LLC. Would like to thank you for purchase and your support in helping to keep our providers and patient population safe. Your happiness is our top priority, and we hope you are satisfied with your purchase.

We acknowledge that not all customers may be totally satisfied with their purchase and offer the following return policy.

Some exceptions do apply as to the condition of returned item(s)

For a product to be eligible for return, the following conditions must apply:

- The issue must be reported to VIPERemr.com within 7 days of your receipt of the product.
- VIPERemr.com must be contacted immediately if product(s) are damaged because of shipping.
- A detailed description of the damage must be provided via the Return Authorization form.
- Product(s) is returned in the condition it was received.

Non-Satisfaction Return Guarantee

- Item(s) purchased may be returned for a full money back guarantee if returned within 30 days of purchase.
- Prior to return please email VIPER Emergency Medical Restraints at VIPERemr.com
- ALL Item(s) purchased must be returned with components intact, functional, and devoid of damage and with appropriate warning label attached.
- All item(s) purchased must be returned to address listed below (appendix A)
- Return shipping cost will be covered by VIPER Emergency Medical Restraints, LLC and paid within 60 days of receipt if above conditions are met.
- If item(s) is returned in working condition as noted above, customer will be charged only the restocking fee generated by fulfillment center.
- Once your return is received, your refund or exchange will be processed within 10 business days. You will receive a confirmation email when your return has been processed. Once your return has been processed, a refund may take up to 7-10 days to appear on your account, depending on your bank or credit card issuer.

Damaged item(s)

- Item(s) damaged during manufacturing or during shipping will be replaced and refunded at no cost by VIPER Emergency Medical Restraints, LLC. Any fees for return or replacement of purchase(s) will be covered by VIPER Emergency Medical Restraints, LLC.
- Any item(s) damaged during shipping must be removed immediately and never used on patients or providers and reported to VIPERemr.com.

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