

Return / Refund Policy

Your satisfaction is our priority. If you are not completely satisfied with your order, we have established the following guidelines to insure prompt and efficient service to rectify your concern.

To insure satisfaction, please follow these simple steps:

Inspect your order within 48 hours of receipt for accuracy or damage during the shipping process.

If a return is necessary please contact our office for a Return of Goods Authorization. Unauthorized returns cannot be accepted.

To Obtain An RGA Please Complete These Two Easy Steps:

1. Contact SHP Sales for an RGA number

Call a SHP representative at 800-343-4950 or e-mail info@shpllc.net to describe the problem and request a return goods authorization (RGA) number. You will need to provide your customer number, invoice number and date. If applicable, we will also request your return shipping address and a daytime phone number.

2. Ship the merchandise along with the RGA number to SHP

Once you have received the RGA number, make sure it appears on the shipping label and ship the merchandise to the following address:

Specialty Health Products, LLC.

21636 N. 14th Avenue, Suite A-1

Phoenix, AZ 85027