



101-1505 Main St.
Penticton, BC V2A 5G7
P. 236-422-4383
F. 236-422-4388

1747 Ross Rd.
West Kelowna, BC V1Z 3E7
P. 778-755-8230
F. 778-755-8236

Return Policy

Unused stock items are returnable within 14 days of purchase. We require that all returned items are in the original packaging in new condition accompanied by the original invoice.

The following exceptions apply:

-Hygiene, bathroom safety, and products that may be in direct contact with the skin such as mattresses, pillows, wedges, etc. are not returnable/refundable.

-Custom/special order items are not returnable/refundable. If a special order item has been ordered but not received from the manufacturer we will contact the manufacturer to stop the order if possible, however the client would be responsible for any restocking and shipping charges incurred.

Refunds on eligible returned items will be issued in the same form of payment used for the original purchase with the following conditions:

-Credit card refunds will be applied to the same card used for the purchase.

-Cash and debit refunds have a limit of \$200, for higher amounts a cheque will be issued in the name of the original purchaser.