

Return Information

We hope that you will be pleased with the item(s) purchased. If not completely satisfied, Scrubs & Beyond will gladly accept return of item(s) in original condition within 30 days of receipt. Unfortunately, worn, washed, or altered item(s) may not be returned. Shipping and processing charges are non-refundable. Return postage must be pre-paid. COD return shipments will not be accepted. Please allow 10 business days for the return to be received and processed.

Exchange orders require a \$5.00 fee for the return shipment on the order. Please include payment information on the Return & Exchange form.

Send the completed Return & Exchange form with the item(s) via insured prepaid US mail or FedEx/UPS to:

Scrubs & Beyond Return Center

Mercy Returns

301 Sonoco Drive

Louisiana, MO 63353

If assistance is needed prior to the return, please call 1-866-947-8128.

ALL OF SCRUBS & BEYOND PRODUCTS ARE GUARANTEED AGAINST DEFECTS IN QUALITY AND WORKMANSHIP!

LOST PACKING SLIP

If the packing slip has been lost, call 1-866-947-8128 for assistance. The customer service team will search for the order and provide information needed to include with the return, including the order number. Ship return merchandise to the address above. Don't forget to include the order number in the package! Insurance on the return shipment is recommended, as credit cannot be given for item(s) not received.

WRONG ITEM(S) SHIPPED OR DAMAGED IN TRANSIT

For fastest service, call 1-866-947-8128 or e-mail mercy@scrubsandbeyond.com with the order number, name, address and details on the item(s) ordered and the item(s) received. If the requested item is in stock, it will be shipped immediately.

REFUNDS

If item(s) returned are in new condition (not worn or washed) within 30 days, with proof of purchase (i.e., your packing slip) a full refund for the cost of the product, based on the original payment method will be processed. If unable to locate the packing slip or original order number, 1-866-947-8128 for assistance. Returns will be processed immediately upon receipt. Processing time may take up to 10 business days based on the method used in returning the item(s).