We at nursemates.com want you to be completely satisfied with your purchase. If you are unhappy with your order, you may return your item(s) within 30 days of shipment for a refund or exchange. All returns must be in the original, unworn condition in which you received them to be accepted for a return/exchange (unless defective). Beyond 30 days, our products are warranted against defects in materials and workmanship. Enclosed for your convenience is a UPS Return Label. There is no charge for exchanges. If you are returning a product, a $6.95 processing fee will be deducted from your refund.

1. On the Merchandise Return/Exchange Form indicate whether you wish to receive a refund or an exchange.
   - If returning for an exchange, please specify the style and size.
   - Please indicate the reason for the refund or exchange.
   - Please indicate your Order ID#. This can be found on your order receipt.
   - Please indicate your billing and shipping addresses.

2. Place the Merchandise Return/Exchange Form in the box and package up the items.

3. Place the UPS return label on the outside of the package after removing the previous delivery label. Drop it off anywhere that you have access to a UPS Driver.
   - Give your package to any UPS Driver who is making a routine pickup or delivery, or drop it off at any Staples or UPS Store. To find another location, visit http://www.ups.com.
   - Be sure to put your name and address on the delivery label.
   - Please keep a copy of the tracking number for your records; it begins with 1Z V91.
   - When returning a product, a $6.95 processing fee will be deducted from your refund.

Merchandise Return/Exchange Form

1. Please let us know your reason(s) for return:
   - Changed mind
   - Gift - Do not want
   - Did not like
   - Arrived late
   - Other (please specify) ______________________________________

2. Indicate your Order ID#, billing & shipping addresses.
   Order ID# ______________________
   Billing Address:
   Name: ________________________________________________
   Address: ______________________________________________
   City: ___________________ State: _____ Zip: ____________

   Shipping Address  □ Shipping address same as billing address
   Name: ________________________________________________
   Address: ______________________________________________
   City: ___________________ State: _____ Zip: ____________

3. Choose return or exchange.
   □ I would like a refund
   OR
   □ I would like an exchange. Send me:
     Item Name: ____________________________
     Stock #: _______________ Size: _______________
     Price: _______________ Color: _______________

   Any Questions? Give us a call at 1-888-484-2120
   or Email us – customercare@nursemates.com

The cost of shipping an item back to nursemates.com is always the responsibility of the customer. (Note: exceptions to this policy are made for defective items)