

RETURN & REFUND & CANCELLATION

When and on what terms you can return the shipment?

At Emerson Dental & Medical Supply, we are committed to make your purchase experience as seamless and delightful as possible. Emerson Dental & Medical Supply allows return of products for **within 30 days of delivery** in all the following cases:

Product is defective, used, altered or seal of package is broken. Physical damage to the product (material). The packet was empty / some item or accessory was missing. Significantly different from the specifications given by the vendor (wrong size, color or material related issues).

Please ensure that the product is in unused and in original condition, with the seal unbroken and includes everything from the package e.g. price tags, labels, original packing, invoice and other items

How can I return an item purchased from Emerson Dental & Medical Supply?

You can conveniently place your return request if you've received an item in a 'Damaged', 'Defective' or 'Not as Described' state. To return a product, you can email us at order@emersondms.com or call at our helpline number – (818)330-8900

Order ID

Reason for returning the item

Images clearly showing a damage / missing product in the order

Post receiving your request, Emerson Dental & Medical Supply Customer Support will confirm the return request and will inform you about the pickup process. It is advised that the return packets should be adequately packaged. The final decision of the request will lie with Emerson Dental & Medical Supply and cannot be contested.

If you receive a damaged item from Emerson Dental & Medical Supply

We take great care in packaging our products so they are transport worthy. Nonetheless, if an item ordered by you on Emerson dental & Medical Supply was delivered in a damaged condition, please email us at order@emersondms.com within 24 hours of material receipt. We will contact the courier partner and initiate a transit damage claim. Once the material is received back, replacements will be sent out to you.

Can I cancel or change my order after it has been placed?

Orders can only be cancelled if the request is made within 24 hours of the order being placed. Unfortunately, once an order is placed, it immediately goes to our warehouse for fulfillment and cannot be changed. Additionally, promotional and discount codes cannot be applied post-order, nor can their effects.

Timeline and mode of refund:

We will initiate your refund process after we receive the package. Refund will be credited to the same payment option(s) originally used to make payment while placing the order.

"Refund will be made through online mode in 7-10 working days."