



Return Policy FAQ

Updated August 2022

WHAT IS THE RETURN POLICY?

Stock items

A return authorization (RA) request must be submitted within 60 days of invoice date to be eligible for credit. Once an RA number has been issued, items should be returned to SPS within 15 days. RA numbers should be written on the outside of the return box and a completed return form should be included inside the box. All returned *stock* items are subject to a 15% restock fee with a max restock fee of \$50 per product, with the exception of shoes. Shoe restock fees are dependent upon the supplier's policy.

Non-stock items

SPS follows supplier policies for non-stock items and items under warranty/trial. Contact customer service prior to initiating these returns to learn about supplier policies.

Non-stock shoes

For non-stock shoes, contact customer service about supplier policies. Some suppliers, including Brooks and Wolverine (Hush Puppy), do not provide credit for non-stock/special order returns. SPS will not issue credit for these items.

WHAT IS THE RETURN AUTHORIZATION PROCESS?

The return authorization process allows SPS to properly assess your returned items more efficiently. This allows you to receive credits to your account faster as well as track your returns.

All returns must be authorized prior to shipping returned goods to SPS. To make a return authorization (RA) request, submit a return authorization request form.

Shoes - rashoes@spsco.com

All other items - spsra@spsco.com

Once SPS has received your request and it has been approved, you'll receive an RA number. Write that number on the outside of the return box and include the completed RA form in the box.

An SPS representative will notify you if your return is denied or if more information is required to process your return.

SPS RETURNS
6530 Corporate Ct STE 100
Dock Door 4
Alpharetta, GA 30005
800-767-7776



HOW DO I RETURN A PRODUCT?

1. Complete a return authorization request form
2. Submit the request form by clicking the appropriate button on the form or emailing your form directly to:

Shoes - rashoes@spsco.com

All other items - spsra@spsco.com

3. Wait for an email from SPS with an RA number
4. Add a printed copy of your return request form to the box
5. Write the RA number on the outside of the box
6. Ship your return to the SPS address below

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CAN I SEND MY RETURN OUTSIDE THE RETURN PERIOD?

If you want to return an item outside of the return period, please contact your [SPS Sales Manager to discuss your specific situation](#).

Return Period:

An RA request must be submitted within 60 days of invoice date to be eligible for credit. Once an RA number has been received, you have 15 days to return the product.

WHERE DO I RETURN ITEMS?

If an item was ordered through SPS, it should be returned to SPS.

You must have an RA number prior to returning product(s).

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HOW DO I MAKE A WARRANTY RETURN?

Items under warranty may require warranty cards, replacement serial numbers, or patient information before credit can be issued. Applicable suppliers include, but are not limited to, Allard, Becker, Endolite, Fillauer, Ossur, Ottobock, Trulife, and WillowWood.

Contact customer service to understand what information is required to make a warranty return.

800-767-7776 x3.

DO I HAVE TO PAY A RESTOCK FEE?

All returned items are subject to a restock fee.

Stock items

Stock items are subject to a 15% restock fee with a maximum restock fee of \$50 per product, with the exception of shoes (dependent on supplier's policy). For patient rejected items, restock fees are based on supplier guidelines.

Non-Stock items

All returned non-stock items are subject to a 15% restock fee with a maximum restock fee of \$50 per product. Contact customer service prior to initiating non-stock returns to learn about supplier guidelines.

Shoes

Certain suppliers, including Brooks and Wolverine (Hush Puppy), do not provide credit for non-stock/special order returns. SPS will not issue credit for these items. For nonstock shoes, contact customer service for supplier-specific policies.

Trial items

Some suppliers offer trial periods with no restock fees if returned within a certain period of time. Contact customer service to check on supplier restock fees for trial items.

800-767-7776 x3

DO I HAVE TO PAY FOR SHIPPING TO RETURN AN ITEM?

Yes, return postage is your responsibility unless SPS made an error. For SPS order and shipping errors, call tags will be emailed to cover the return postage.

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WHAT SHOULD I DO IF I RECEIVE DEFECTIVE ITEMS?

If you received defective items, complete the return authorization process. For immediate assistance, contact customer service and SPS will be happy to help.

800-767-7776 x3

WHAT SHOULD I DO IF I RECEIVED THE WRONG ITEM OR WRONG QUANTITY OF ITEMS?

If you received the wrong item or wrong quantity of items, complete the return authorization process. You may be eligible to receive a call tag. For immediate assistance, contact customer service and SPS will be happy to help.

800-767-7776 x3

WHO DO I CONTACT ABOUT MY RETURN OR CREDIT?

Contact customer service for more information about your return or credit.

800-767-7776 x3

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