

SPS Return Policy

Stock Items

60 days from invoice date	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 # Required	A Return Authorization (RA) number must be obtained prior to returning items to SPS. Without an RA number, product(s) will be returned to sender. RA numbers should be written on the outside of the return box.
Subject to 15% restock fee	All returned stock items are subject to a 15% restock fee with a maximum restock fee of \$50 per product, with the exception of shoes (dependent upon supplier's policy). For patient rejected items, restock fees are based on supplier guidelines.
Resalable condition	Products must be in resalable condition, including original packaging.
Return form in box	A printed return authorization form must be included in the return box.
Return locations	Stock shoes should be returned to SPS - Chicago. All other stock items should be returned to SPS - Apharetta.
Call tags	For SPS order and shipping errors, call tags will be emailed to cover the return postage.

Failure to meet these guidelines may result in returned merchandise without credit.

Non-Stock, Trial, and Warranty Items

Non-Stock Policy	<p>All returned non-stock items are subject to a 15% restock fee with a maximum restock fee of \$50 per product. 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.</p> <p>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 non-stock shoes, contact customer service for supplier-specific policies.</p>
Non-Returnable Items	<p>Custom orders are non-returnable. Most microprocessor items are non-returnable. Contact your SPS Sales Manager about setting up a trial prior to purchasing a microprocessor product.</p>
Warranty Items	<p>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, Bauerfeind, Becker, Endolite, Fillauer, Hosmer, Juzo, Trulife, and WillowWood.</p>
Trial Items	<p>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.</p>