



Refund policy

Satisfaction Guarantee

We are confident that our products will make your life more comfortable. However, if you are dissatisfied with our products for any reason, we provide a **90 day money back satisfaction guarantee**.

Warranty

All of our products are warranted against defects in materials and workmanship for 3 years. This warranty period is longer for several products, see product page for details. Normal wear and tear is not covered under warranty. In some circumstances, we may recommend that you replace a product sooner, to maintain optimum levels of support, for your individual needs. If you have further warranty questions, please contact customer service.

If you have questions about our products or services please call (800) 365-3047 to speak with one of our friendly and knowledgeable customer service representatives. You may also email us at customerservice@coreproducts.com for a prompt reply. We strive to establish long term relationships with all of our customers and we want to do everything possible to make your experience with us a great one!

Return Instructions

For orders placed directly with Core Products:

To provide you with the best service and to properly process your return, we require a Return Authorization (RA) number with every return. Each outgoing shipment contains an RA form (return authorization form). Please fill that out and return it with your product return. If you do not have a RA form Please contact customer service at (800) 365-3047 to obtain your RA number. Return shipping on non-defective items is the responsibility of the customer.

For orders not placed directly with Core Products (doctor's office, DME Store, other website) we ask that you please contact the retailer from whom you purchased our product(s).

Made in the USA and Canada

We are proud to manufacture most of our products with quality and care in our Wisconsin, USA and Toronto, Canada facilities.

Jeanie Rub Warranty

3 Year manufacturer's warranty, please contact us for warranty repairs.

All Pricing In US Dollars

Every price on our website is USD and we only capture funds in USD during checkout. If you are purchasing from a foreign country, your financial institution may charge you a fee for currency

conversion. Also, please note that if you are in Canada, your financial institution may show a purchase from our website in CAD, which is different from the selling price in USD, usually higher.

Health Savings Account Purchases

You may be able to use your HSA (Health Savings Account) for qualified medical purchases on our website. Please contact your HSA plan administrator for details and limitations.