

Neuro Rehab Recovery Fulfillment Policy

- We provide neurological medical technology solutions to clinicians and patients as part of our business. We are an official FDA initial importer of medical technology and comply with the FDA standards.
- This website is for purchase and delivery in the United States only. For international sales please contact us directly at customerservice@neurorehabrecovery.com
- The purchase currency for all our sales is in \$ USD dollars.
- You can contact us regarding the fulfillment policy at 1-866-476-6897 or at customerservice@neurorehabrecovery.com or at 611 Sth. Fort Harrison Ave. Box 430, Clearwater, FL 33756.
- Refund policy — These are medical technologies that once sold are not eligible for a refund, but we do comply with the manufacturer warranty. All the products in our store have a one-year warranty except the G4 which has a two-year warranty. For all warranty issues we have a return merchandise authorization policy. Contact us at customerservice@neurorehabrecovery.com for more information.
- Delivery policy — Upon receiving payment we will deliver your products within 5 business days to the address you provide. The G4 and Pace XL are class II FDA cleared technologies and will only be delivered after Neuro Rehab Recovery receives a prescription from a licensed clinician.
- Return policy – These are medical technologies and are not eligible for a return. The only way a product can be returned is if the product is returned in an unopened package and has never been used. We do, under some conditions, offer a try before you buy program with some loaner equipment. Refer to our website for more information.
- Cancellation policy — An order can be cancelled if it has not been shipped or if the package is returned in an unopened package and has never been used.
- Consumer data and HIPPA privacy policy – We comply with all data and HIPPA privacy laws and your data and healthcare information will never be shared.
- Data policy - We comply with PCI standards and use HTTP secure application for transactions using STRIPE. Your payment information is not stored, and we handle your transaction safely and securely.
- For transactions we accept Discover, Mastercard, American Express and Visa.