

Novus Medical Inc.

Return & Refund Policy

Thanks for shopping at Novus Medical Inc. On-line.

If you are not entirely satisfied with your purchase, we're here to help.

Returns

You have 30 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be unused and in the same condition that you received it.

Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

Contact Novus Medical Inc. customer service to initiate the return authorization at 1-866-926-9977 or info@novusmedical.ca

You will be instructed to return the unused, undamaged product in it's original undamaged packaging, via Canada Post, standard parcel.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within 7 days, depending on your card issuer's policies.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Contact Us

If you have any questions on how to return your item to us, contact us at info@novusmedical.ca or 1-866-926-9977.