

3D Medical (aeronebgo.com) Return Policy and Satisfaction Guarantee

Your happiness is vital to us, yet due to the single patient use nature of our product, once it is used, our product is non-returnable, except for warranty replacement.

Return Policy:

3D Medical™ (aeronebgo.com) carries one product, superior in performance and durability to any aerosol product available. In the event a product is confirmed to have a manufacturer's defect, or to have confirmed damaged due to the shipping process, aeronebgo.com will ship you out a replacement at no charge.

Unfortunately, we will be unable to refund if your return is sent back to aeronebgo.com without a Return Merchandise Authorization (RMA) or if the retail package or product is missing any contents.

REFUSED SHIPMENT/UNDELIVERABLE PACKAGE

If you refuse a package upon arrival or your package is undeliverable due to customer error, we must charge your card for the shipping cost and shipper fee caused by your decision.

DEFECTIVE PRODUCTS

Because our supplier requires the return of defective devices for regulatory compliance, please email us at customerservice@aeronebgo.com if you encounter any problems with your purchase and we make sure any issues are resolved in a timely manner.

Please understand about your new nebulizer:

Due to the medical nature of the product we sell, we urge you to use and maintain the Aeroneb GO with attention and caution. If you are not fully aware of how the Aeroneb GO is used or maintained, whether the product choice suits your condition, or if you suspect a defect, report it to us and consult with your medical professional before using! 3D Medical does not employ medical professionals on staff, nor do we offer clinical advice. We can answer all technical questions regarding your new device.

CANCELLING AN ORDER

In most cases, once an order is placed, we are not able to cancel the order due to the speed in which we process and ship orders. If you no longer want your Aeroneb GO after the order has been placed, please contact us for a Return Merchandise Authorization via email once you have received the product. Unauthorized returns/refused shipments will not be accepted or credited.

AeronebGo.com Customer Service:

Email: customerservice@aeronebgo.com

Phone: