



Returns Policy

Effective 8/1/2023

- All returns require an RMA number. RMA request form must be submitted prior to returning product.
- Returned merchandise must include the RMA number and be physically received at the Medco warehouse listed on the RMA form within 30 days of RMA issue date.
- All new returns must be in resalable condition and in the original manufacturer's packaging. *(Customer is responsible for return freight cost).*
- Serial number is required for all new scan tools and AC machines.
- All new returns are subject to a 15% restocking fee after 90 days of original invoice date. Restocking fee is waived for product purchased within 90 days if original orders # and/or PO# is listed on RMA request form.
- All new returns older than 12 months from original invoice date will not be accepted.
- All special order, discontinued, expired or set to expire within 120 days, damaged or not purchased from Medco are not returnable.
- All pre-approved claimed defective material will be credited in accordance with the manufacturer's warranty policy.
- All returns, new and defective, are subject to inspection and warehouse approval.
- Returns cannot exceed 5% of total purchases from previous year.