

Last Updated: June 23, 2026

Returns & Reimbursement

Transmacro Amenities provides premium amenity products for the hospitality and institutional industries, including medical facilities, nursing homes, and correctional institutions. While we are responsible for products delivered damaged, defective, or shipped incorrectly, all purchase orders are final. Hospitality and institutional personal care products are regulated by specific quality and hygiene requirements that do not permit the use of items with compromised product integrity, labeling, packaging, or hygiene standards.

Products That Arrive Damaged, Defective, or Shipped by Error

To be eligible for a refund, exchange, or account credit, the following actions must be taken and reported to us no later than ten calendar days after receiving the delivery:

1. Record any damage or missing quantities on the delivery receipt or Bill of Lading before signing it.
2. Email a copy of the signed delivery paperwork with your notes to: fmercado@transmacro.com
3. Attach descriptive photographs showing both the damaged item and its packaging materials.

Shipping Costs for Returns

After we have authorized a product return:

- The customer is responsible for return shipping costs unless the product was defective or sent by error.
- Products must be returned unused, in their original condition, and with the original packaging.
- Returns sent lacking our prior authorization will be declined without credit.

Products That Cannot Be Returned

Returns are not accepted for any of the following:

- Used and opened products
- Customer-specific private label products
- Returns of product drop-shipped to third parties or sold "As Is"

Canceled or Rejected Orders

Orders refused upon delivery or canceled after our processing may be subject to charges:

- A 30% restocking fee
- Return freight cost will be for the customer's account

Please Contact Us for Help and Questions

Transmacro Amenities
Email: contact@transmacro.com
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We may amend this document periodically. Please check for updates on this site.