

Orchid Camera Shipping & Return Policy

Shipping (Direct Orders Only)

- Orchid offers free standard shipping on all orders placed directly through its website.
- Shipping timelines are provided at checkout and may vary based on location.
- Risk of loss transfers upon confirmed delivery.

Return Eligibility Window

Returns are accepted within 30 days of the delivery timestamp.

Return Conditions (Like-New Requirement)

To qualify for a refund, the Orchid Camera must be returned in like-new condition, defined as:

- No scratches, damage, or signs of use
- All original accessories included
- Original packaging included

Return Authorization (RMA Required)

All returns require prior approval. To initiate a return, contact:

contact@orchidsurgical.com

If approved, Orchid will issue a Return Merchandise Authorization (RMA) and provide a return shipping label.

Shipping Costs & Deductions

- While outbound shipping is offered free at purchase, the actual outbound shipping cost and return shipping cost will be deducted from the refund.
- Orchid will provide the return shipping label.
- Customers are responsible for packaging the product securely to prevent damage in transit.

Refunds

- Refunds are issued to the original payment method only.
- Refunds are processed after inspection and approval of the returned item.

Condition Assessment & Restocking Fee

If the returned product does not meet the “like-new” criteria, Orchid reserves the right to:

- Apply a restocking fee of up to 20%, and/or
- Deny the return

International Orders

Customers are responsible for handling and recovering any applicable duties, tariffs, or customs fees independently. Orchid does not reimburse these costs.

Abuse and Misuse

Orchid reserves the right to refuse returns or limit future transactions in cases of suspected abuse, including but not limited to excessive returns, misuse of products, or attempts to circumvent this policy.

Warranty

Defective or malfunctioning products are covered under a separate warranty policy.

Orchid reserves the right to update or modify this Shipping & Return Policy at any time without prior notice.