

Frequently Asked Questions

General Information

What is the Nitra Marketplace?

The Nitra marketplace is an online platform where customers can purchase medical supplies, equipment, and healthcare products. It acts as a hub connecting buyers and sellers, offering a wide range of medical and business supplies from top brands and suppliers.

How do I search for specific medical supplies?

You can use the search bar at the top of the website where you can enter keywords related to the product you are looking for. Additionally, you can browse through different categories or use filters to narrow your search results.

Does Nitra price match if I find a lower price?

Yes! You can shop with confidence and take advantage of our low pricing. We guarantee to match the price if you find the same product at a lower cost on a competing platform. Please see our price-match guarantee terms Terms of Use for more detail. Please reach out to our customer support team at support@nitra.com for more information.

How often are sold out items restocked?

We keep inventory up to date based on availability provided by the vendors who sell on our marketplace. Out of stock items will be replenished as soon as the underlying vendor obtains additional supply. For more information, please contact our dedicated customer service team at support@nitra.com.

Can I trust the sellers on the Nitra Marketplace?

All sellers on our platform undergo a rigorous verification process to ensure their legitimacy and reliability. You can shop with confidence, knowing that our verified sellers are committed to providing secure transactions and quality products. We strive to create a trusted environment where your satisfaction and peace of mind are our top priorities. Each product listed will identify the product manufacturer and the seller who will be fulfilling your purchase for your peace of mind.

What if I can't find a certain product?

We offer a white glove service to help procure items for our Nitra cardmembers! If you are a Nitra cardmember and can't find a specific product you require on our platform, our dedicated team will attempt to locate the product for you from our trusted suppliers, ensuring a hassle-free experience. Simply reach out to our customer support at support@nitra.com to let us know what you need. Note, however, that we can't make any guarantees that we will find the items, quantities, or prices you're looking for. We will let you know what we find so that you are always in control of your purchasing. As always, all purchases and any product warranties will run directly between you and the vendor.

My Account

How do I create an account?

To create an account, click on the Sign Up button on our homepage and provide the required information. Follow the instructions to complete the registration process.

How do I edit my account information?

To modify your account details, please follow these steps:

1. Click on "Manage Account" in the top right corner of the webpage to access the dedicated account management section.
2. On the "Manage Account" tab, you will find a comprehensive range of options to edit and update your information.
3. To update your password, see the "Change Password" option.

Should you encounter any challenges or require further assistance, our customer support team is readily available to provide guidance and address any inquiries you may have. You can email them at support@nitra.com.

What do I do if I forget my password?

Resetting your password is quick and easy. Follow these simple steps to regain access to your account:

1. Visit our website and click on the "Log In" button.
2. On the login page, look for the "I've forgotten my password" link.
3. Click on the link, and you will be directed to a password reset page.

4. Enter the email address associated with your account.
5. Check your email inbox for a password reset link.
6. Click on the link provided in the email. This will take you to a page where you can create a new password.
7. Choose a strong and secure password.
8. Once you've entered your new password, save the changes.
9. You can now log in to your account using your updated password.

If you encounter any difficulties during the password reset process, please don't hesitate to contact our customer support team. We're here to assist you and ensure a smooth experience.

My Orders

How do I find my order history?

To view your order history, click on "View Orders" located in the top right corner of our website. Here, you will be able to review and track your past orders, including order details and shipping information.

Shipping & delivery

How are shipping and delivery handled?

Shipping and delivery methods vary depending on the product and seller. Shipping options and cost are provided during the checkout process.

Can I track my shipment?

Once your order is dispatched, you will receive a tracking number or a link to track your package that will allow you to monitor the progress of your shipment.

Returns & Exchanges

What is your return policy?

If you find that any item(s) you received with respect to an order is damaged or defective, you can initiate a return within 14 days of purchase and receive a full refund.

To qualify for a return, please make sure the item remains unopened and in its original packaging. Once we receive confirmation that the returned item has been received from the vendor in satisfactory condition, we will promptly issue a refund to your original payment method.

Certain categories of items are non-returnable even if they do not meet your expectations, including, but not limited to:

Regulated products requiring a medical license for purchase

Hazardous, sterile, or sterilized products

Food, snacks, perishable items, and all brands of COVID tests

Syringes, short-dated, outdated, or seasonal products

N95 masks, first aid items, discontinued products, and workwear/uniforms once opened, used, embroidered, or altered.

How do I request a return or exchange?

Please reach out to our customer support team at support@nitra.com with your order number to initiate a return or exchange request.

Do you cover return shipping costs?

If you receive a damaged or defective item, we will cover the cost of return shipping. Please contact our customer support team at support@nitra.com, and we will guide you through the return process.

Payments & Billing

What payment methods do you accept?

We accept multiple payment options for your convenience including all major credit cards, the Nitra card, and bank transfers.

Is it safe to use my credit card on the Nitra Marketplace?

Yes, it is safe to use your credit card on the Nitra Marketplace. We have robust security measures in place to protect your data. All transactions are encrypted and secured using Secure Socket Layer (SSL) technology. We do not store your credit card information.

The Nitra™ Visa® Business Card is issued by Sutton Bank, Member FDIC, pursuant to a license from Visa® U.S.A. Inc. Valid only in the US. Card can be used everywhere Visa® credit cards are accepted.

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