



About Urocare

Quality Policy

At Urocare Products we are dedicated to delivering the highest standard of quality in medical products and each member of the Urocare team is committed to making a difference in the lives of people who use our products. Urocare is committed to the development and supply of premium quality health care products to the global community with minimal impact on the environment. Our mission is to provide products that continuously meet or exceed our customer's requirements and to support management's confidence that the highest level of quality is being achieved and sustained. Urocare's commitment to local suppliers and shared compliance with a solid quality program is essential to the attainment of its mission.

A Brief Company History

Urocare Products was established in 1975 in the Los Angeles area of Southern California and continues to manufacture all of its products in the U.S.A. with over 95% locally sourced and supplied materials. Urocare has committed its resources to creating innovative products that meet the needs of health care providers and patients alike. Urocare has fast become a name synonymous for quality health care products. Over the years, Urocare has turned a single product into an entire line of health care products that have become recognized and requested in countries around the world. These products have unique practical benefits which are the result of years of research, development, customer feedback and refinement. Each product is designed to be durable, safe and the most easily used product available today.

Urocare is the sole manufacturer of reusable latex leg bags, disposable vinyl leg bags, urinary drainage systems and kits that incorporate the full advantages of our famous, Little Red Valve.™ This remarkable "High-Flow" anti-reflux valve is self-cleaning and virtually interference free; preventing back flow of urine, thereby reducing the risk of bladder distention and possible infections often incurred with the use of other previous products.

Urocare's focus is on improving the lives of the patients who require our products. We are proud of our long history of achieving this goal, believe our products make a difference, and we are relentless in our efforts to provide the highest quality products and services.

If you believe there is room for improvement upon a Urocare product that you use, we invite you to share your feedback with us. Please visit Urocare's website at www.urocare.com/EN/Contact/FeedbackEN.php, for any feedback you might want to leave.



How To Reach Us

Our knowledgeable customer service representatives are available to answer all your incontinence related questions. If we are unable to provide an effective solution to your incontinence needs, we'll refer you to someone who can! Urocare's Customer Service Department is open Monday through Friday from 7:30 AM to 4:00 PM (PST). If you are unable to reach us during these hours, please email or fax your request. To expedite the handling of correspondence, please direct all inquires to the Customer Service Department address below:

Urocare Products, Inc.
Customer Service Dept.
2735 Melbourne Avenue
Pomona, CA 91767-1931
U.S.A.

Toll-Free: **1-800-423-4441** • Tel: 1-909-621-6013
Fax: 1-909-621-4436
Customer Service email: cust.support@urocare.com
Sales email: sales@urocare.com
Website: www.urocare.com