

## Return Policy

*It's a garment, so it just makes sense...*

### Cancel

If you wish to cancel your order and do so prior to shipping, we will issue a full refund, no questions asked. Call 1-877-657-7353 or email [customerservice@biohorizonmedical.com](mailto:customerservice@biohorizonmedical.com). Once your order has shipped, we will not be able to cancel it.

### Returns

Accessory products and Compression Devices (pumps) returned within 30 days of purchase, in like new condition, with a completed Return Authorization Form (RA), in the original packaging, are returnable, no questions asked. Ready-made, standard size garments, returned within 30 days of purchase, in like new condition, in the original packaging are eligible for return. Any product that shows evidence of wear (i.e., smell, odor, stain, damaged fabric, etc.) may not be returned. Garment may be applied to confirm fit, however evidence of wear exceeding that required to confirm correct fit may not be returned. Made-to-measure, custom made garments, are not returnable.

### Exchanges

All products except custom made garments are eligible for exchange provided they meet the conditions for Return Policy outlined above. Custom made garments are not eligible for exchange. An exchange take 1-2 weeks to process once it has arrive at our warehouse. If you require an immediate exchange, due to travel or for medical treatment, we highly recommend that you place a new order and return your original order for a refund.

### Damaged or Defective Products

If a product is received damaged or defective, please call us at 1-877-657-7353 or email to [shipping@biohorizonmedical.com](mailto:shipping@biohorizonmedical.com) for instructions on how to return the item. Please note, defects can occur but are very infrequent due to the rigorous testing that is required to manufacture medical products.

### Return Authorization Form

All return must be accompanied with a completed Return Authorization Form (RA). Please email us at [shipping@biohorizonmedical.com](mailto:shipping@biohorizonmedical.com) to request a Return Authorization Form (RA). Please clearly mark the Return Authorization Number clearly on the outside of the shipping box. Return shipping cost is the responsibility of the customer.

### Questions?

If you have any questions related to your order, you can reach us at 1-877-657-7353, Monday to Friday, 8am to 5pm PST, or email us at [customerservice@biohorizonmedical.com](mailto:customerservice@biohorizonmedical.com).