

# Custom Fit Therapies

Compression Garment Fitting  
Lymphedema Management

## Return Policy

*You must keep all original packing material, boxes, and documentation in the event that your merchandise needs to be returned. Items returned without all packing material may not be accepted.*

If you experience a manufacturer's defect, please call us in the first 15 days. Your product will be promptly replaced. If you order multiple items of the same type please try ALL of the items on to check for possible defects. One worn item may be exchanged, but not all. If garments have been worn, FDA regulations mandate that they be laundered before return. If the garments have not been washed and are returned to us, we will return them to you to be laundered and all shipping will be at your expense. If you receive the wrong size, style, or color, we will replace or exchange the product during the first 30 days, as long as it is in the **original packaging and unworn**.

*Any returns that are not accepted by the product manufacturer are the customer's responsibility to pay.*

### We cannot accept returns or exchanges on certain items, including:

- Custom garments outside the 15 day guarantee. These garments are made **custom** and are therefore Non-returnable and the patient's responsibility to pay.
- Altered garments will not be exchanged even if there is a defect
- All Ulcer Care garments & liners, Anti-embolism stockings, Facioplasty and bandages are NON RETURNABLE whether unopened or not due to FDA regulations
- Any items returned without all of the original packaging material
- Any items that smell of smoke, perfume or other pollutants
- Any items that are soiled or show signs of wear.

**All non-returnable items sent to Custom Fit Therapies will be returned to the patient at their expense.**

**I have read and understand this agreement.**

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Signature

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Date

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