



**JointHealing.com**

Patient preferred. Physician approved.

Thank you for purchasing from JointHealing.Com. We appreciate your order and will be happy to assist you in the return/exchange process. To complete this process efficiently, please follow these instructions:

Please package your "as-new" condition product in its original box with all of the original contents, including instructions and accessories. Please keep in mind that we can only accept items that have not been worn or used more than to try on for fit.

In order for us to process a Return or Exchange, a Return Merchandise Authorization (RMA) number must be issued by JointHealing.Com. You will find this RMA number on the attached **Return/Exchange Worksheet**. The Return/Exchange sheet must accompany each return or exchange request. If you need to request an RMA Number you can call or email JointHealing.com

**Phone - (800) 390-1114 or email - [customerservice@jointhealing.com](mailto:customerservice@jointhealing.com)**

### **FREE RETURNS AND EXCHANGES**

#### **Returns:**

Your return must be shipped back to us within 14 days from the date your RMA was issued. Upon receipt and satisfactory inspection of your item, your refund/exchange will be processed through our billing department. Your refund may not show up on your statement for at least one billing cycle. Refunds include product only. The refund we issue covers the purchase price of the product, plus tax, if applicable. The shipping charges to you (and back to us) are non-refundable. We suggest that you send your package through your favorite insured carrier. It is preferable that you ship via a traceable carrier such as Federal Express or UPS so that your item may be traced if necessary. **PLEASE DO NOT SEND PACKAGES WHICH REQUIRE A SIGNATURE.** This will only delay your return or exchange process.

**Exchanges** (please choose one of the following options):

**Option #1:** Go to [www.JointHealing.Com](http://www.JointHealing.Com) and order your replacement item from our secure website right now. Usually your exchange can be shipped out the next business day. This option is the quickest way to receive your exchange. **NO RESTOCKING FEE WILL BE APPLIED FOR EXCHANGES.** Please record your new order number on the attached Return/Exchange Worksheet in the space provided.

**Option #2:** Please complete the attached Return/Exchange Worksheet and enclose with your returned item. When we receive the Worksheet and your item, we process your exchange. Usually your exchange can be shipped out the next business day.

Either option will work for your exchange. We will help you in any manner possible to handle your exchange smoothly and efficiently.

**Thank you again for your order. We appreciate your business. If you have any questions, please feel free to contact us anytime. To read our return policy or for further information, please click on:**

**[http://jointhealing.com/pages/return\\_policy.html](http://jointhealing.com/pages/return_policy.html)**

Respectfully yours,

JointHealing.com Customer Service Team

810-229-9480

[customerservice@jointhealing.com](mailto:customerservice@jointhealing.com)

[www.JointHealing.Com](http://www.JointHealing.Com)



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RMA#

**RETURN/EXCHANGE WORKSHEET**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

**REFUND**

**EXCHANGE**

(If you chose Option #1: Order #: \_\_\_\_\_)

Item Returned: \_\_\_\_\_

I am returning this item because:

**Too Small**

**Too Big**

**Not Enough Support**

**Too Bulky**

**Physician/Therapist recommended another item**

**Unable to use item**

**Other:** \_\_\_\_\_

I wish to exchange this item for: \_\_\_\_\_

Size:  **Small**

**Medium**

**Large**

**XL**

**XXL**

**XXXL**

PLEASE SEND YOUR RETURN TO:

**JointHealing.Com**

**2244 Euler Road**

**Suite #102**

**Brighton, MI 48114**