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## TheraTogs Warranty & Return Policy

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TheraTogs™ ULTRA orthotic garment systems are treatment modalities designed for use by clients under the care of physical and occupational therapists and other qualified health practitioners. TheraTogs are intended for individual use as an orthotic undergarment for patients who respond to unforced, manual guiding and facilitation of postural alignment functional skills, or who benefit from proprioceptive input and postural support.

TheraTogs are warranted to arrive complete and free of defects in manufacturing, assembly, or materials. We guarantee that TheraTogs components will keep their shape and documented function for a minimum of six months from first date of use. If any part or component fails these standards, we will replace it free of charge.

The effectiveness of TheraTogs is dependent on a wide range of factors outside of the control of TheraTogs, Inc. Results are not guaranteed. Therefore, we can only accept returns or exchanges under the following conditions:

### Returns / Refunds

Unopened packages of TheraTogs may be returned within 30 days of receipt for a refund of purchase price minus a \$25 restocking fee.

- ❑ If you purchased your TheraTogs directly from TheraTogs, Inc. please contact Customer Service (888-634-0495 • [help@theratogs.com](mailto:help@theratogs.com)) to obtain shipping instructions and an RMA (Returned Merchandise Authorization) number.
- ❑ If your TheraTogs were purchased through a third party – such as a catalog, distributor, or Authorized Provider – then please contact your point of sale for instructions.

Otherwise, since TheraTogs are a medical device worn next to the skin by individual users, purchases of TheraTogs are not refundable.

### Exchanges

If you purchase the wrong size and wish to exchange your purchase for another TheraTogs set of the correct size, you may do so by returning the TheraTogs set in excellent condition, and unaltered in any way. You are responsible for all additional shipping costs, and for any cost differential between the original and exchanged items.

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- ❑ If your TheraTogs were purchased through a third party – such as a catalog, distributor, or Authorized Provider – then please contact your point of sale for return instructions.

### Warranty Limitations

The Manufacturer's Warranty and Return Policy on TheraTogs products is voided if products purchased in the USA are shipped or carried out of the country. Warranty support outside the USA is only available through an authorized distributor, and only for products purchased from that distributor. Warranty replacement parts or components are shipped to the original US shipping address on file.

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