
TheraTogs Warranty & Return Policy



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.

WARRANTY REPLACEMENT. If any part or component fails these standards, we will replace it free of charge. To initiate a warranty replacement request, fill out the Product Quality Form located at www.theratogs.com/pqr, and a Customer Service representative will contact you within two working days.

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 point of sale, and only for products purchased from that point of sale. Warranty replacement parts or components are shipped to the original US shipping address on file.

EXCHANGES AND RETURNS. TheraTogs are an FDA Class I medical device worn next to the skin by individual users; therefore, used TheraTogs components cannot be returned, exchanged, or refunded. Therefore, we can only accept returns or exchanges under the following conditions:

DIRECT PURCHASE. If you purchased your TheraTogs directly from TheraTogs, Inc.:

- Contact Customer Service** (888-634-0495 • customerservice@theratogs.com) to obtain shipping instructions and a Returned Merchandise Authorization (RMA) number before you send anything back for return or exchange. An RMA is required for processing.
- Restocking Fee:** Any items exchanged or returned are subject to a restocking fee of \$35.00.
- 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 within 30 days of receipt in excellent condition with original packaging intact. You are responsible for: all additional shipping costs; the appropriate restocking fee noted above; and any cost differential between the original and exchanged items.

Avoid unnecessary exchanges by submitting specific measurements with your order, or by previewing the fit with the components of a Clinical Starter System.

- Returns:** All returned items must be returned within 30 days of receipt in excellent condition, unused and unaltered, with original packaging intact.
 - **Opened but unused** TheraTogs systems may be returned for a refund of the purchase price, minus the appropriate restocking fee noted above.
 - **Unopened** TheraTogs systems may be returned for a full refund of the purchase price (shipping & handling not included).

THIRD PARTY PURCHASE. 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 exchange and return policies and instructions. Restocking fees may apply.

The effectiveness of TheraTogs is dependent on a wide range of factors outside of the control of TheraTogs, Inc. Results are not guaranteed.