

Returns

New or unused product can be returned within 30 days from invoice date. The following terms and conditions apply:

- Customer pays for freight of product
- Products will be in the same condition as received and saleable. Unused, unworn, in new condition, in original packaging, and with all accessories for credit of the purchase price minus shipping, handling, or other charges
- All items must be accompanied by the original receipt

Above to be determined by the Store Associate.

Final Sale and Special-Order items are final sale

No altered merchandise will be accepted for credit, exchange or refund.

Non-Returnable Items

Items listed below are considered non-returnable for refund or exchange.

- Used product
- Gift Voucher(s)
- Hygiene related products (see below for examples)
 - a. Socks
 - b. Underwear
 - c. Compression Stockings
- Special-Order items must be pre-paid and are non-returnable. Circumstances do arise were the items may be returned, but will be subject to a re-stocking fee determined by the manufacturer

Warranty

Defective merchandise must be returned within 30 days of purchase.

Many products have specific warranties. Warranty does not cover wearable parts. Shipping & handling and labour is not included in warranty

Email /Fax/ Phone orders

When you receive your package, we ask that you examine it closely prior to opening product packaging and/or labelling. If you are not satisfied with your order, you may exchange or return your product.

Shipping and handling charges are non-refundable; however, we will gladly refund your original shipping cost if you are returning an item because of an error on our part or we have determined that the product is defective.