



REFUNDS AND EXCHANGES FORM

30-DAY RETURN POLICY BrightLife Direct understands that finding the perfect match between you and the ideal compression garment can sometimes require a return or an exchange. Please familiarize yourself with the Return/Exchange guidelines.

Inspect Your Order, Keep Your Original Packaging

Keep your original product packaging until you have inspected your purchase for defects or flaws within 30 days of shipment. All returns must include original packaging.

Get A Return Authorization Number

To return an item for refund or exchange, contact our returns department for a Return Authorization Number (RA#) by calling 1-877-545-8585, Mon-Fri, 9AM-6PM, ET. You can also request an RA# by emailing Returns@BrightLifeDirect.com. **Please print your RA# clearly on the outside of your return package.**

Can I Try On My Garment?

You **MUST** try on your compression hosiery to ensure that it is comfortable and effective. You may return garments that have been tried on. However, we do **NOT** accept returned garments for refund or exchange that show signs of wear and tear such as fraying, holes, stains or the smell of smoke or perfume.

Non-Returnable Items

Some items that we sell may not be returned under any circumstance if the package has been opened. These include Ulcer Care garments and liners, anti-embolism stockings, Farrow, Solaris, BiaCare or any custom-fit products, and wound care or bandaging.

Manufacturer's Defects

Defects can occur but are infrequent due to the rigorous testing that is required for the manufacturing of medical devices such as compression garments. If you believe your purchase has a defect and you wish to

return it within 30 days, call for an RA#. We will send you a postage-paid label at no cost to you. If BrightLife Direct or the manufacturer believes a returned item is not defective, you will not receive credit and you will be responsible for return shipping charges.

Who Pays For Shipping?

Except for manufacturer's defects or our error, you will be responsible for return postage. Your original shipping charge is not refundable. If you request an exchange, we will ship that to you at no charge.

Fastest Exchanges

Our customers often must wear compression hosiery daily. The fastest way to replace an item that you return to us is to place a new order for the desired item which we will charge and ship immediately. You will be refunded for the return item when we receive it from you. If you prefer to wait for an exchange, we will ship the replacement item to you, with any price adjustments, upon receiving your return.

Our Commitment To You

Every item we sell is new, first quality and direct-from-the-factory. We do not sell seconds or items that have been tried on.

Avoid These Restocking Fees

- Return without an RA# – 20% fee
- Return without manufacturer's packaging – 20% fee
- Return unwashed products that show signs of wear, smell of perfume or smoke – 20% fee
- Return after 30 days but before 60 days of purchase – 20% fee
- Non-returnable items can be shipped back at your expense.

PLEASE PRINT

Name _____

Return Authorization Number (also print RA# on outside of package) _____ Order Number (These can be found on your packing slip) _____

Phone Number **IMPORTANT!** _____ Email Address _____

RETURN FOR REFUND EXCHANGE

SHIP RETURNS AND EXCHANGES TO:

BrightLife Direct, Inc.
6925-D Willow St. NW
Washington, DC 20012

REFUND

ITEM BEING RETURNED	QUANTITY	REASON FOR RETURN

EXCHANGE

NAME OF THE ITEM TO BE SENT TO YOU	QUANTITY	COMPRESSION LEVEL	WHICH STYLE	SIZE	COLOR
			(Styles are knee-high, thigh-high, pantyhose, and sock)		