



## 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

Upon delivery, inspect your order for any defects or flaws and keep the original manufacturer's packaging. All manufacturer's require packaging be included with returns.

**Important – Any item returned without the original product packaging will not be accepted.**

### 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.

**Please make sure any item tried on or worn is laundered. Unlaundered items will not be accepted.**

### 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 or any custom-fit products, and wound care or bandaging.

### Manufacturer's Defects

Defects can occur but are infrequent. 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.

### The 30-Day Rule

You have 30 days from the date of purchase to postmark a return to BrightLife Direct. We will make occasional exceptions for extenuating circumstances.

### 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.

**To insure speedy processing of your return, please include a copy of your original packing slip. Please allow 14 days from the time we receive your return for processing.**

### 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.

### PLEASE PRINT

Name \_\_\_\_\_

Return Authorization Number \_\_\_\_\_ (also print RA# on outside of package)

Phone Number **IMPORTANT!** \_\_\_\_\_ Email Address \_\_\_\_\_

Customer Number \_\_\_\_\_ Order Number \_\_\_\_\_ (These can be found on your packing slip)

**SHIP RETURNS AND EXCHANGES TO:**  
 BrightLife Direct, Inc.  
 4455 Connecticut Ave, NW  
 Suite A-800  
 Washington, DC 20008

### REFUND

ITEM BEING RETURNED	QUANTITY	REASON FOR RETURN

### EXCHANGE

NAME OF THE ITEM TO BE SENT TO YOU	QUANTITY	COMPRESSION LEVEL	WHICH STYLE <small>(Styles are knee-high, thigh-high, pant hose, and sock)</small>	SIZE	COLOR