

# Refunds and Exchanges Form

**BrightLife Direct Guarantee:** If you are not satisfied with your purchase, return the product within 30-days of delivery and we will refund your payment. Or, if you prefer, we will exchange the product even if opened and worn. Postage is not refundable except for manufacturer's defects.

## Instructions for Returns and Exchanges

We will process your return or exchange quickly if you provide the information requested below. Since we may need to contact you for further instructions, be sure to include your phone number (and email if you have one). If you need to contact us, call toll-free 1-877-545-8585. Our office hours are M – F, 9 am – 6 pm ET. Or, you can email us at [usersupport@brightlifedirect.com](mailto:usersupport@brightlifedirect.com)

**Important:** Products must be returned in their original boxes or packing materials. Due to federal government regulations, if the item has been worn it must be laundered before return. If the value of your exchange is greater or less than your original order, the credit card used on the original order will be charged or credited.

**If you return by the U.S. Postal Service**

BrightLife Direct  
P.O. Box 21302  
Washington, DC 20009

**If you return by FedEx or UPS**

BrightLife Direct  
4455 Connecticut Avenue, NW  
Suite A-800  
Washington, DC 20008

Please Print

Name: _____
Phone Number <b>Important!</b> : (____) _____ Area Code
Email Address: _____
Customer Number: _____ Order Number: _____
<b>Get these two numbers from your packing slip.</b>

<input type="checkbox"/> REFUND Item Being Returned	Quantity	Reason for Return

<input type="checkbox"/> EXCHANGE Name of Item to Be Sent to You	Quantity	Compression Level	Which Style <small>(Styles are knee-high, thigh-high, pantyhose, and sock)</small>	Size	Color