

****IMPORTANT RETURN INFORMATION****

****PLEASE READ BEFORE ASSEMBLY AND KEEP ALL BOXES AND INSERT PACKAGING****

- Merchandise (including demos) may be returned or exchanged **within 30 days** from date of purchase. There will be a 10% restocking fee, in addition to any damages that may be assessed.
- **No returns will be accepted after 60 days.**
- Please return all items you want to be credited for in the **original packaging**. The original packaging is designed to prevent product damage during shipment. Please carefully repack the items so they are **secure** inside the box.
- All returns should be received in clean, new/resalable condition. Each item will be thoroughly inspected upon return. TherAdapt® Products Inc. will be the sole determinant of resalability. If a returned item is **damaged, missing parts, shows signs of use, or has stickers other than TherAdapt's on the product**, there will be a minimum 10% damage fee applied, in addition to the 10% restocking fee. Any damage that has occurred to the product will be documented and assessed as minor, moderate, or severe with corresponding charges of 10%, 25%, or 50% respectively.
- For health reasons we cannot accept returns of personal hygiene products (i.e. bathing/toileting products, opened TheraTogs, etc). We are unable to accept returns or exchanges of Car Seat products due to safety regulations and restrictions. Thank you for your understanding.
- **Authorization must be granted before items for return will be accepted. Any returns received without prior authorization will be refused.** Return Authorization numbers expire after 30 days.
- Return authorization does not guarantee a full credit. Credit is based on original invoice price, minus any shipping charges and restocking fees, and will be issued after the item has been inspected.
- No refunds will be issued for special or custom orders.

INSTRUCTIONS

1. Please complete the following information and fax to **(866) 892-2478** or call us at **(800) 261-4919**.
2. **You are responsible for return shipping costs and for making all shipping arrangements** for items that you have chosen to return. We recommend that any returns you send to us be fully insured and via a carrier that provides tracking information. In the event that a returned package is lost or damaged during shipment back to us, TherAdapt® Products Inc. will not make a refund to you. You will need to contact the shipper that you selected and file an insurance claim with them for a refund. All refunds will be made to the person/customer that made the original purchase.
3. Please enclose a copy of your packing slip (included with your shipment) and send your return(s) to:

**TherAdapt® Products Inc.
Attn: Returns Dept.
922 N. Washington Avenue
Ludington, MI 49431**

Name/Company Name: _____

Contact Person: _____

Address: _____

Daytime Phone/Fax#: _____

Packing Slip/Invoice #: _____

Serial # (if applicable): _____

Date of purchase: _____

Today's Date: _____

What are you returning? _____

Reason for return: _____

For TherAdapt® Use Only:

Date Received: _____ Charge/Restock Fees (if applicable): _____

Condition: _____ Credit Memo #: _____

Notes: _____

Your satisfaction is important to us. Please contact us at (800) 261-4919 with any questions.

03/25/2013