

# Return Policy

Oct.1 ,2022

Thank you for your purchase! We hope you are happy with your products. However, if you are not completely satisfied with your purchase, we can help you through the process of returning or exchanging most products sold in our store. Please see below for more information on our return and exchange policy.

## Returns

Returns or exchanges are determined by the product vendor as well as the type of item purchased.

### **Clothing:**

We allow returns for sizing or manufacturing errors. All returns must be postmarked within thirty-one (31) days of the purchase date. All returned items must be in new and unused condition with original tags and labels contained. We do not accept returns for product damaged after delivery or from misuse, unless it is because of a manufacturing defect. Please check the vendor's website for their return policy to see our operating guidelines for returns, exchanges, and warranty information with that specific vendor.

### **Medical Supplies/Equipment:**

If your medical supplies or equipment are not working properly or are damaged upon delivery, we'd like to make it right. Our process for this is variable based on vendor; however, we only accept returns in new and unused condition with all tags, labels, or manuals contained. We do not accept returns for product damaged after delivery or from misuse unless it is because of a manufacturing defect. Please check the vendor's website for their return policy to see our operating guidelines for returns, exchanges, and warranty information with that specific vendor.

## Return Process

Please email us at [help@savvik.org](mailto:help@savvik.org) or call 888-603-4426 to begin the return process.

Our process is variable per vendor, and we will be happy to assist you through the process based on your individual needs.

## Refunds

After our vendor receives your returned item and inspect the condition, we will process your refund or exchange. Refunds will be sent to your original method of payment. Please allow at least fifteen (15) days from our receipt of your item to process your return. Refunds might take 1-2 billing cycles to post to your credit card statement, depending on your bank. We will notify you by email when your return has been processed in our system. We may also offer store credit in the place of a refund to your original payment method, if that is an option you would prefer. For exchanges or warranty returns, a refund will not be issued unless explicitly requested, and a replacement product will be sent out instead. Accounts that have received a replacement product are not eligible for a refund for the product that is damaged or defective.

## Restrictions

Items that are used may not be returned unless there is a damage or defect that falls under the vendor's warranty policy. For obvious reasons, used medical supplies that do not have manufacturer defects will not be refunded, exchanged, or credited. Used, worn, or non-new condition clothing products that do not have any manufacturer defects will not be refunded, exchanged, or credited. Electronic devices or medical equipment that do not have manufacturer defects will not be refunded, exchanged, or credited.

That said, we want to make sure our members are satisfied with their purchases, and the vendors we work with take pride in the quality of their product. If you are not completely satisfied with the product purchased, please contact us directly so that we can try to make it right.

## Questions

Questions or concerns about our return policy? Please contact us at 888-603-4426 or [help@savvik.org](mailto:help@savvik.org)