



Medical Compression Garments for Men and Women

RETURN 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. We make refunds easy! Please familiarize yourself with the Return Guidelines below.

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 – RA#

All returns require a Return Authorization Number.

Online: The fastest and easiest way to get an RA# is through our website — www.BrightLifeDirect.com. Click on the Easy Returns link located at the bottom left corner of any page. You will be directed through a few steps to receive an automated email with your RA#.

Phone: 1-877-545-8585, M-F, 9AM-6PM, ET

Email: CustServ@BrightLifeDirect.com, M-F, 9AM-6PM ET
Please print your RA# clearly on the outside of your return package. Your return must be mailed within two weeks of receiving an RA#.

CAN I TRY ON MY GARMENT?

Yes, you must try on your garment 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 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, 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 postagepaid 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. All returns must include original packaging.

WHO PAYS FOR SHIPPING?

Except for manufacturer's defects or our error, you will be responsible for return postage. We do offer an option to purchase a label through our online system. Your original shipping charge is not refundable. Please keep a record of the tracking number when you send your return back.

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.

TERMS

Items returned within 30 days of receipt are eligible for refund back to the original form of payment. Unopened items, sealed in their original packaging, may be returned within 31-90 days for store credit only, valid for one year. Items returned after 90 days will not be accepted.

Please complete the following form and include it with your return. (PLEASE PRINT)

Name

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

Web Order Number

Email Address

ITEM(S) BEING RETURNED	QTY

SAVE TIME!

Cut this address out and affix it to your package.

Note: You must pay for postage — this is not a postage label.

BrightLife Direct
1110 Bonifant St, Suite 200
Silver Spring, MD 20910-4548

RA # _____