

Our standard returns policy for any product bought from our online shop applies within 14 days from the delivery day of your item(s). If the item is unused, in its original packaging and accompanied by a valid proof of purchase, we will offer an exchange in our compression garments, binders and scar treatment or a full refund.

We advise you to try the garment on to ensure correct sizing. Please make sure that you are not wearing any makeup, perfume or body lotion when trying the garment on. Repeatedly worn garments will not be accepted either for return or exchange.

## HOW TO EXCHANGE YOUR GARMENT:

If you wish to exchange the garment, please complete the following table with the details of the new garment that you would like to receive. Please, also fill in details of your order number and order date in this form further down. Should you request to exchange your item for a garment of the same price, we will post it when we receive the unwanted item.

In case your requested garment has a different price, we will contact you to collect or refund the remaining balance from/to you.

NEW (Product Code)	New Product Description

## HOW TO RETURN YOUR GARMENT:

Due to the medical nature of our products and for health and safety reasons, any garments worn post-surgery cannot be returned. Please do not send used garments as we are not obliged to accept these items, and they will be sent back to you.

Follow the checklist before you post your garment back:

- I have the original bag with the product description and the barcode.
- The garment has not been worn repeatedly.
- The garment has not been washed / dry cleaned.
- I have carefully folded the garment into the original packaging.
- All the original labels are attached to the garment.

Complete the table below with your original order number, your name and the date of the original purchase. We will not refund products without a returns label. Completing the return/exchange form will make the process of refunding goods smoother and more efficient. If you do not have a printer, please write on a piece of paper all requested information from the online form. Attach the returns label and post the product(s) to us - you will have to cover the cost of the return postage.

Order Date	Order Number	Name

EAN (Product Code)	Product Description	Reason No.*

## \* Reason of return:

1. Too small
2. Too large
3. I ordered more sizes
4. The chosen product doesn't meet my expectations
5. Surgery was cancelled. No need for garment anymore.
6. Other

## Other comments:

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Please, return to the following address:

**LIPOELASTIC Ltd.**

Unit 12&13

8 Hornsey Street

N7 8EG London

United Kingdom

