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### **WARRANTY AND RETURN POLICIES**

**Absolute Medical, Inc. honors the manufacturers warranties listed below. Please call customer service at 888-214-4100 if you have any questions.**

**Lympha Press - 888-596-7421**

All pneumatic compression pumps- 1 year manufacturer's warranty

All pneumatic compression appliances- 1 year manufacturer's warranty

Return procedure: Contact Lympha Press to receive a Return Authorization (RA) number, send damaged equipment to:

Lympha Press

232 Park Avenue

Manalapan, NJ 07726

**Bio Compressions- 800-888-0908**

All pneumatic compression pumps- 3 year only manufacturer's defects

All pneumatic compression appliances- 1 year only manufacturer's defects

Return Procedure: Contact Bio Compressions to receive a Return Authorization (RA) number, have model and serial number of the pump along with problems you are having . Send damaged equipment by either US Post Office, FedEx or UPS with the RA number listed on the outside of the box and send to:

Bio Compression Systems, Inc

120 West Commercial Avenue

Moonachie, NJ 07074

**Vital Wear- 800-553-4081**

Cold Therapy Pumps- 1 year manufacturer's warranty

Return Procedure: Contact Vital Wear to receive a RA number and send damaged equipment to:

Vital Wear

384 Oyster Point Blvd, Suite 16

South San Francisco, CA 94080-1927

**Farrow Medical- 877-417-5187**

2 Month product repair/ replacement guarantee on products and workmanship. There are no returns on custom garments. \$20

Charge on initial alterations (includes shipping) subsequent alterations are \$60 per hr with a \$25 minimum plus shipping. \$25 charge for any soiled or odorous items.

Return item to:

Farrow Medical, Inc

801 North Bryan Avenue

Bryan, TX 77803

**Medi. USA- 800-633-6334**

For compression of garment it is returnable up to 6 months  
For size issues or color issues it is returnable up to 30days  
Custom garments are not able to be returned unless it is a manufacturers defect and they will test the garment for the defect.

Return Procedure: Send defective garments to:

Medi USA  
6481 Franz Warner Pkwy  
Whitsett, NC 27377-3000

Solaris- 414-918-9180

Garments are warranted to be free of material defects for one year. Solaris will repair or replace any garment found to be defective. Using bleach, fabric softener or dryer sheets, as well as any other additives, will void the warranty. Exposure to heat over 130 degrees Fahrenheit will damage the garment and void the warranty. Damage due to fingernail tears, animal damage, urine saturation or excessive pulling are not covered by the warranty. Solaris does not warrant Outer Jackets or Variable Compression Jackets.

Return Procedures: Send defective garments to:

Solaris, Inc  
6737 West Washington Street  
West Allis, WI 53214

CircAid- 800-247-2243

Circaid Medical Products will not accept a product return 60 days after the date of sale. A 15% re-stocking fee on all returns that are in salable condition is charged to the customer. Please request a return authorization number from a CircAid Customer Service Representative prior to returning merchandise. No returns are allowed if the product has been used except for defective products. If the returned merchandise is determined to be defective, CircAid Medical will at its discretion repair or replace the merchandise. Return Authorizations may take up to 5 business days to process. Credits to accounts must be used within one year of issue date and will be applied to outstanding balances only. CircAid does not cover normal wear and tear, abnormal care and use, or where it can be shown the application instructions have not been followed correctly.

Return Procedures: Call CircAid to receive a RA number and send merchandise to:

CircAid  
9323 Chesapeake Drive, Suite B2  
San Diego, CA 92123

JoViPak- 866-888-5684

JoViPaks are guaranteed for defects in materials and craftsmanship for 6 months with normal use and care. They recommend donning with rubber gloves as fingernail damage is not covered by warranty. Jovi Jackets are guaranteed for 3 months. Treat them as you would a compression stocking using rubber gloves for donning.

10 day return policy on JoViPak Ready-Made/ Quick-Ship items. Please return within 10 days if you need a different size.

Made to order and Custom JoViPaks are NOT RETURNABLE.

Warranty is shipped with the product

May return a product for alterations for \$60/ hour.

Return Procedures: Call JoViPak to receive a RA number and send merchandise to:

JoViPak  
1625 62nd Avenue  
S. Bldg, Suite 101  
Kent, WA 98032

BSN Medical- 800-537-1063

Non custom orders- Will accept a return within 90 days

Total satisfaction guarantee- Will take back item should it be defective after the 90 days

Return Procedures: Call BSN for a RA number and send merchandise to:

BSN Medical  
5825 Carnegie Blvd  
Charlotte, NC 28209