

# TRUE ANGLE

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## True Angle Medical Technologies Inc. Product Return Information

**Last updated:** August 10, 2020

### Product Return Information

True Angle Medical Technologies Inc. ("True Angle") is committed to customer satisfaction. If you receive items that are damaged, defective or incomplete please contact us immediately. If we have made an error in your shipment we will do our best to remedy the situation quickly and fairly.

Mobili-T devices that are undamaged, unopened, and unused can be returned for up to 30 days from the date of purchase (otherwise, please refer to our warranty policy). A credit or refund will be given when the returned product reaches our office provided all criteria for return have been met (see below for restrictions). Shipping/handling is not refundable. The customer assumes all responsibility for return and cost of shipping. It is recommended that returns be insured and sent via a trackable service. For health reasons, adhesives are not returnable.

### Return Merchandise Authorization (RMA)

Returns will not be accepted without a prior RMA. You may contact us at [info@trueanglemedical.com](mailto:info@trueanglemedical.com) to request your RMA #. Packages returned to us without an RMA # may be refused or returned to you at your cost.

Please provide the following information when requesting a return and RMA#:

- Order or Invoice number;
- Item and quantity that you wish to return; and
- Reason for return.

There is a 15% restocking fee for returned items that are not being exchanged and are not damaged. If you have questions about restocking fees please contact us.

### Packing and Shipping

After you have obtained an RMA number, pack your items (and all included accessories, booklets, and leaflets, but not adhesives) carefully or have a shipping agent pack them for you. Write the RMA number on the outside of the package. If the number is not on the outside of the package, your package may be refused or delayed.

You are responsible for the return of the package. True Angle is not responsible for packages lost or damaged in transit.

You are responsible for all shipping costs if True Angle is not at fault.

## Restrictions

We reserve the right to refuse the return of items that have been opened, damaged or used. Refunds are contingent upon inspection of item(s) once we receive it or them.

Items must be in "new, unaltered and unused condition". Definition of new, unaltered and unused condition is:

- without showing signs of wear or damage in any way;
- returned within 30 calendar days of the delivery date; and
- it must not be a special order or a custom order.

If an item is received damaged or is incorrectly shipped **by us** please contact True Angle **immediately**. Items that are defective and shipped from us or items that you did not order but received from us will qualify for credit or a refund.

**You MUST contact us if you intend to return a Mobili-T device.**

**Items returned to us AFTER 30 calendar days (from the date it was purchased) and WITHOUT contacting us will NOT be refunded.**

## Order Cancellations

If you order one of our products and change your mind, no problem! Submitted orders may be cancelled prior to being processed by our fulfillment center. If your cancellation request is received after the fulfillment center has processed your order, you will be required to follow the steps above for a return or credit.

App membership can be cancelled at any time, however memberships are not pro-rated and will continue until the term purchased has expired. You are free to upgrade to a new membership at any time. If you upgrade to a new membership tier partway through your existing membership term, you will not receive a refund for the remaining time on that term.

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True Angle takes your satisfaction to heart. We want to make your experience with us the best that it can be. Please email us ([info@trueanglemedical.com](mailto:info@trueanglemedical.com)) with any questions, feedback, or concerns.

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