

# TRUE ANGLE

Enjoy the life you're living

True Angle Medical Technologies Inc.

## Product Return Information

**Last updated:** March 25, 2021

### 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 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 True Angle supplied shipping label, complete with a company issued RMA number (included on the label). Returns may be requested by emailing **info@trueanglemedical.com**, please provide the following when requesting a return:

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

Upon the request for return, and pending approval from True Angle a shipping return label will be issued directly to the original purchaser's email address provided at the time of purchase. Packages returned to us without a True Angle issued shipping label may be refused or returned to you at your cost.

### Packing and Shipping

Pack your items (and all included accessories, booklets, and leaflets, but not adhesives) carefully or have a shipping agent pack them for you. Ensure the shipping return label provided is clear and on the outside of the package. If the package is received by True Angle without a company issued shipping label, your package may be refused or delayed.

You are responsible for the safe packaging of the returned products. True Angle is not responsible for packages lost or damaged in transit.

## Restrictions

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

Items must be in "new and unaltered condition". Definition of new and unaltered 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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