

## NEED TO RETURN YOUR ITEM?

If you are not 100% satisfied with your purchase and would like an exchange or a refund, then you are fully protected by our 30-Day Money Back Guarantee. Just return your item(s) to us following the instructions below.

### HOW DO I RETURN AN ITEM?

Simply return the product back to us at the following address and complete the form below, indicating whether you would like an exchange or a refund, including the reason code.

**Returns Dept.**  
**Handsome Healthcare**  
**Unit 6, Oakfield Trading Estate**  
**Altrincham**  
**Cheshire**  
**WA15 8EJ**

### RETURN PROCESS

We aim to refund you within 14 days of having received the returning item. When processing refunds, we will reimburse you for the cost of the item.

The refund will **NOT** include any postal charges you paid to return your item back to us. We will refund the money received back to the original payment method.

For all exchanges, the **customer is responsible for the return cost**. Once received, we will process the exchange and send out the item free of charge. This process generally takes up to a week from the date we receive the returned item.

Please return the product in its original packaging where possible, including all accessories and be careful to avoid any damage. **Make sure you obtain proof of postage from the Post Office.**

Tick Refund or Exchange next to the item(s) you wish to return. For **Refunds**, please tell us the reason you're returning using the Reason Codes below.

With **Exchanges**, please let us know the new size or colour you would like in the additional comments box. It's the customers responsibility for the return cost, we send out the replacement free of charge.

Product Name*	Qty	Size	Colour	Refund	Exchange	Reason Code *

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**PLEASE COMPLETE THE FORM BELOW: (All fields required \*)**

Your Full Name:*		
Order Number:*	Your Order Date:*	

Reason for Return	1.Too big 2.Too Small 3.Not Suitable 4.Uncomfortable 5.Not as expected 6.Faulty 7.Incorrect Item Received 8.Incorrect Item Ordered 9.Delayed Delivery 10.No Longer Needed
Additional Comments	

Your item(s) should be sent back to us within 30 days.

Goods are classified as faulty if they are received damaged, or where a manufacturing fault has occurred. Please note that items that are damaged because of wear and tear are not considered to be faulty. If you have received a faulty item then please contact [enquiries@backpainhelp.com](mailto:enquiries@backpainhelp.com).