

RETURNS POLICY

Please choose your ActiveWrap carefully.

No refund will be made if you simply change your mind after purchase.

Refunds or exchanges will be made only if the product you buy is defective.

For hygienic reasons we are NOT able to return any used items.

This includes the ActiveWrap® supports or gel packs

RETURNS PROCEDURE

Step 1	Before returning an ActiveWrap® products please contact Element Medical by phone or email to obtain your RGA (Return Goods Authority)..
Step 2	Once you have a RGA, please complete a Return Slip (which we will send you) with ALL the requested information.
Step 3	Please return the product within seven (7) days of purchase to be eligible for a full refund or exchange (at your cost – unless otherwise authorised). We are unable to accept goods after this period.
Step 4	To obtain a full refund or exchange the goods being returned MUST have: <ul style="list-style-type: none">• All original parts and packaging;• Be in the condition that they were received it (i.e. new and unused);• A copy of the purchase invoice or receipt; and• A completed returns slip (with quoted RGA)
Step 5	Please send (at your cost – unless otherwise authorised) the goods being returned to: Element Medical Quality Control – RGA P.O. Box 3140 Yokine WA 6060
Step 6	Please notify our Quality Control Department of any damaged goods that you have received with-in 24 hours of the damage occurring. A photograph evidencing the damage will assist us in processing your claim.
Step 7	Once we have received your returned goods we will either accept or deny your claim. <ul style="list-style-type: none">• If your claim is accepted, we will send you a replacement product at our cost;• If your claim us denied, we will explain our reasons in writing to you. You can either have the goods in question returned to you (at your expense) or we can discard them on your behalf.