

## 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.

If you wish to exchange an item this will be sent out free of charge via the same delivery method requested at the time of your original purchase, however all exchanges are subject to stock availability.

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 money received using the same method used to make the purchase.

Product Name*	Qty	Size	Colour	Refund	Exchange	Reason Code *


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.

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

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.

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 as a result 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).