



PROTHERAPYSUPPLIES.COM
 6900 Peachtree Industrial Blvd. STE E
 Norcross GA 30071
 Phone 770-441-9808
 Fax 770-441-1955

EXCHANGE/RETURN FORM

Authorized by: (Internal use only)	
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Order Number: _____ (required)

RMA Number: _____ (required)

Customer Name _____
 Company _____
 Address _____
 City, State, Zip _____

Email: _____
 Phone _____

ALL OPENED AND USED ITEM WILL NOT BE ACCEPTED FOR RETURN. ANY ITEMS SENT FOR RETURN THAT DO NOT FALL WITHIN THE GUILLELINES WILL BE RETURNED AT THE CUSTOMER EXPENSE.

ORDER SUMMARY

QTY	SHIP	BKORD	ITEM #	DESCRIPTION	SIZE/COLOR	PRICE	FOR EXCHANGE/REFUND USE:			
							REASON CODE	EXCHANGE	REFUND	QTY
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	
								<input type="checkbox"/>	<input type="checkbox"/>	

Bought wrong Item **01** Change Mind **02** Wrong Item Shipped **03** Defective Item **04** Other **05** (please explain) _____

EXCHANGE FOR

QTY	ITEM NUMBER	DESCRIPTION	SIZE/COLOR	PRICE

REPLACEMENT ITEMS THAT ARE IN STOCK SHOULD REACH YOU IN 7-14 DAYS. THE APPROPRIATE CREDIT OR REFUND WILL BE ISSUED WHEN YOUR RETURN IS PROCESSED. SHIPPING CHARGE WILL BE RECALCULATED BASE ON THE PRODCUT EXCHANGED.

SHIP TO: ProTherapySupplies.com

Returns **RMA#** _____

6900 Peachtree Industrial Blvd
 Suite E
 Norcross, GA 30071

Please check if: EXCHANGE RETURN

If additional payment is due, select a payment option:

Check # _____

Visa MasterCard Discover American Express

Card Number _____

Expiration _____ CVN (3-digit # on back of card or 4 digit front for AX) _____

Name on Card _____

Signature _____

Day phone (___) _____ Evening phone (___) _____

COMMENTS: _____

RETURN INSTRUCTIONS

1. Call or email for RMA number
2. Complete and enclose the Return/Exchange form with your return
3. Affix return label on outer package with RMA number shown on label.
4. Prepaid all return packages and ship via a secure method.

RMA INSTRUCTIONS:

All returns without RMA number will be refused. Please email customerservice@protherapysupplies.com with your **order ID, item** you would like to return and the **reason** for the return or call 770-441-9808 to obtain a RMA number. Once assigned, the RMA number is valid for only **14** days. **Please DO NOT** mark the RMA No. on package. **Please mark the RMA NO. on the return label in the Return/Exchange form above** and affix the label on the package as the return label. **All packages received without the RMA number shown on label WILL BE REFUSED.**

All returned merchandise must have this preassigned number. Otherwise, it shall be refused. If damaged during shipping, package shall be refused. All claims for incomplete, defective, and/or missing accessories or products must be made within 5 days once merchandise is received.

CREDIT/REFUND POLICY

Refund is allowed only for returns made within 30 days from the invoice date (15 days for Books and Videos). All Returns are subject to 10% restocking fee. **NO RETURNS ARE ALLOWED AFTER 30 DAYS.** *Additional restocking fee* will be applied to returns made without original packaging and complete accessories, documentation, warranty cards and manuals. **If you return a product that included free shipping, you will be charged for the original shipping costs. No exceptions.**

DAMAGED ITEM RECEIVED UPON DELIVERY

1. Note damages on the delivery bill and have the driver sign it; acknowledging the damage.
2. Contact customer service at customerservice@protherapysupplies.com to start processing an insurance claim.
3. Your damaged item will be replaced at no cost to you

WARRANTY

After the first 30 days of the invoice, all returns and replacements must be handled directly with the manufacturer. Manufacturer's warranties vary by product category.

NON-RETURNABLE ITEMS

Bedding & Low Back Cushions:

Certain pillows such as: Therapeutic Lodi, Buckwheat, Magnetic Therapy Bedding are non-returnable items. These products are packaged in a box or with no plastic seals. Due to Health and Sanitary reasons these products are Non-Returnable. All other Pillows, Pillowcases, Cushions, Wedges, etc. that are not otherwise stated may only be returned when product has not be opened from the plastic sealed packaging.

Braces and Supports:

Certain items such as insoles, heel cushions, support stockings and certain brands of ankle support, and shoulder braces, are non-returnable items due to health and sanitary reasons. Any brace may only be returned if in resalable condition. Worn or washed merchandise will be returned at the customer's expense.

Massage Therapy:

Massage lotions, oils, & creams are non returnable once opened.

Massagers:

Massagers are non returnable once opened and used.

Pain Gels:

Pain Gels, Patches, Creams, etc. are non returnable once opened.

Furniture/Chairs:

Furniture, once put together is no longer returnable. Damaged parts will be shipped to the customer at no charge. Pro Therapy will not be responsible for Lift Gate charges or Inside Delivery charges, these charges are the responsibility of the customer. Shipping is only quoted as a Curbside Delivery unless otherwise stated.

DVD/VHS:

All Videos or DVD's are non returnable once removed from plastic sealed packaging.

DISCLAIMER:

Pro Therapy holds no claims that magnetic therapy will heal your pain. Please always consult your doctor before purchase any medical equipments.