

EASY RETURNS AND EXCHANGES

10-DAY RISK-FREE TRIAL

If you're not satisfied after ten days, please follow the return instructions below. Please let us know what didn't work for you so we can use your feedback to keep improving our products.

30-DAY RETURN POLICY ON UNUSED PRODUCTS

If you have an unused product, returns are accepted within a 30-day window.

90-DAY WARRANTY

BioSkin® guarantees its products against defects in material and workmanship for 90 days. If you think your product is defective, please call us at (866) 830-5777 to arrange for a replacement.

EXCHANGE INSTRUCTIONS

The fastest way to receive a different size is to simply place an order for the new size, then return the original item using the shipping label provided. We will process your refund as soon as we receive the original item.

RETURN INSTRUCTIONS

Step #1: Fill out this form and indicate the reason for your return. Mark all that apply.

Order #: _____ Name: _____ Phone #: _____

- | | | |
|--|---|--------------|
| <input type="checkbox"/> Too Small | <input type="checkbox"/> Too Complex | Other: _____ |
| <input type="checkbox"/> Too Large | <input type="checkbox"/> Wrong Quantity | _____ |
| <input type="checkbox"/> Didn't Solve Problem | <input type="checkbox"/> Bad Strap / Velcro | _____ |
| <input type="checkbox"/> Wrong Product Ordered | <input type="checkbox"/> Poor Stitching | _____ |
| <input type="checkbox"/> Wrong Product Sent | <input type="checkbox"/> Not Comfortable | _____ |

Step #2: Box it up

Box it up in the original packaging or any suitable packaging.

Step #3: Attach return label

Attach the prepaid return label included with your product. If you cannot locate the prepaid Return Label for your order please contact Customer Care at 866-830-5777 or email orders@bioskin.com.

Step #4: Send it

Once mailed, please allow 7-14 business days for your return to reach our facility and your refund to be processed.

