

RETURN AND REFUND POLICY

Last updated August 4, 2021

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for [a full refund/exchange, or an exchange only]. Please see below for more information on our return policy, as it varies depending on the product.

SUPPLEMENTS

Our policy is valid for a period of 30 calendar days from the date of the purchase. We do not offer refunds however you can return the product for an exchange. If the period of 30 days has lapsed since the purchase, we can't, unfortunately, offer you an exchange.

Exchange requirements

The following criteria must be met to qualify for an exchange:

- Product is defective
- Product must be in original packaging
- Product must be unused

In order to ensure the above criteria has been met, all returns will be inspected. If the product does not meet the listed criteria, we reserve the right not to issue an exchange. Perishable goods are completely exempt from being returned.

Proof of purchase

To complete your exchange, we require a receipt, purchase order or other proof of purchase. Please note that without the aforementioned proof of purchase, we will not do an exchange.

Sale and clearance items

Only regular priced items may be exchanged, unfortunately sale or clearance items cannot be exchanged.

Shipping items

In order to return an order, you must contact us first.

Returns can be mailed to: 2885 N Berkeley Lake Road Ste 20. Duluth GA 30096. You will be responsible for paying for the shipping costs with regard to the items that you wish to exchange. We will not refund the shipping costs.

You must take care to ensure that the goods are properly packaged so that they will not be damaged while in transit. If the product is found damaged or used beyond what it takes for us to reasonably inspect it, then we may reject an exchange.

Contacting us

If you would like to contact us concerning any matter relating to this Refund Policy, you may send an email to Support@rocktomic.com.

TEST KITS

No returns or refunds are permitted on all test kits, whether opened or unopened. All sales are final; no exceptions are granted under any circumstances.

PERFORMANCE TECH

Fitness Balance Board

Returns are free.

Blue Light Blocker Glasses

Glasses which arrive damaged or are lost will be sent a new order. Returns come at an additional cost which varies by country.

For more information, please refer to the [AliExpress Help Center's FAQ](#).

Gladi8r Leg Recovery System

In the unlikely event that you are not satisfied with your purchase, you may return it within thirty (30) days of the delivery date. If you purchase the incorrect size attachments, they may be exchanged within thirty (30) days of the delivery date. All returns and exchanges are subject to the conditions listed below:

- 1) Returns and exchanges must have a Return Merchandise Authorization (RMA) number. Obtain an RMA number by contacting us at

info@gladi8rrecovery.com. Returned items without an RMA number will not be eligible for a credit to your account.

2) Returns must be shipped within 30 days of the delivery date; exchanges must be shipped within 30 days of the delivery date.

3) Products and packaging must be returned in new and undamaged condition. Any product(s) showing signs of wear or being soiled in any way will be deemed "unacceptable" and you will be so notified. Unacceptable returns and/or exchanges may be re-shipped to you following payment of an inspection/shipping fee.

4) Returned items will be subject to a 10% restocking fee. A returned item is an item that is being sent back for credit to be applied to your credit card.

5) If you refuse delivery of your order for any reason, you will be refunded the cost of your order less shipping fees.

6) All partial or full refunds will be posted to the credit card used for purchase.

7) GLADI8R is not responsible for items lost or damaged during shipping.

QUESTIONS

If you have any questions concerning our Return and Refund Policy document, please contact us at:

416-763-3111

orders@bionektar.com