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Warranty and Return Policy

Each unit sold must return a registration card in compliance with FDA regulations, additionally, a registration card must be on file for the unit to be covered under the provisions of this return policy.

Workmanship for each registered unit is guaranteed for 14 days from the date of purchase.

Each returned registered unit will be inspected by the Peninsula Medical, Inc. warranty department.

Although Peninsula Medical, Inc. seeks to use the finest materials available in manufacturing of our products, if a registered unit is determined to have workmanship defects, the unit will be repaired or replaced upon the discretion of the Peninsula Medical, Inc. warranty department.

If a unit is determined to be damaged due to neglect or abuse by the user, the user will be notified of costs for repair or replacement.

It is the responsibility of the user to assume all costs involved in returning the unit to Peninsula Medical, Inc. for inspection.

If a registered unit is determined to have workmanship defects, Peninsula Medical, Inc. will incur the costs of returning the unit to the user.

All OptiFlow RM units must have initial fitting with enclosed stockinette. If garment is deemed to not fit, please remove immediately to exchange for a different size. If garment is worn beyond initial fitting, (more than a few minutes) it may not be exchanged regardless if cotton stockinette was utilized.

All returns require a return authorization number. Please obtain this through your distributor. Packages will be refused at the receiving department if an authorization number has not been obtained and clearly displayed on the packaging.

All garments **must be** initially fit utilizing the cotton stockinette.

All garments returned for repairs/alterations will be professionally cleaned* prior to any work performed. Please call for fees associated with cleaning.

Peninsula Medical, Inc. DOES NOT recommend engaging in physical activity (i.e. walking, biking, driving) while wearing any of the ReidSleeve® lower extremity garments.

* Providing our **policy** of the stockinette was utilized on initial fitting, and garment was not worn beyond initial fitting, the cleaning fee may be waived; all garments are subject to the discretion of Peninsula BioMedical as to the need to launder prior to work being performed.