



Comphy Return Policy for Retailers

Comphy product will not be returned for a refund if the product is opened, used, or washed unless there is an obvious product defect.

If the customer is not happy with the product and it is in its original packaging and the customer would like to return it; they are responsible for a 10% re stocking fee as well as all shipping charges incurred. Comphy has the right to authorize or refuse such returns.

If the product arrives with a defect Comphy reserves the right to determine what the next step in the claim process is.

Most claims should be processed through the retailer; however, if Comphy is directly contacted by the customer, Comphy reserves the right to work with the customer directly. This scenario will be avoided; however, Comphy is not exempt from speaking to the customer. In this event, no pricing will be revealed and no additional orders will be taken from the customer. The customer will be referred back to the retailer. The retailer will be notified of the claim as well as the resolution.

Comphy reserves the right to waive any fees.

Comphy is not responsible for any fees, replacements, or returns promised by the retailer without authorization from Comphy.

Comphy is more than willing to review any special cases brought to our attention by the retailer and make any appropriate exceptions to the policy.