

## RETURN POLICY

### 30-day Money Back Guarantee - Return and Exchange Policy

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](mailto: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.

### GLADI8R 1.0 Series Device Limited ONE-Year Warranty

GLADI8R Attachments and Other Accessories Limited ONE-Year Warranty  
The GLADI8R 1.0 Series devices are warranted by GLADI8R, an Ontario corporation ("GLADI8R"), against manufacturing defects in material and workmanship for a period of one year from the date of purchase from GLADI8R.

In the event of any such defect occurring during the warranty period, GLADI8R will, at its option, (a) correct the defect by repair or by replacement of the applicable part

or component that fails as a result of such defect, without charge for parts and labor; or (b) replace the device with one of the same or then current design.

The GLADI8R attachments and other accessories include the leg attachments, hip attachment, arm attachments, power supply, and hosing. GLADI8R attachments and other accessories are warranted by GLADI8R against manufacturing defects in material and workmanship for a period of two years from the date of purchase from GLADI8R. In the event of any such defect occurring during the warranty period, GLADI8R will, at its option, (a) correct the defect by repair or by replacement of the applicable part or component that fails as a result of such defect, without charge for parts and labor; or (b) replace the device with one of the same or then current design.

The foregoing Warranties do not cover normal wear and tear or cosmetic damage, and are void if the device and/or the attachments and other accessories (collectively, the “product”) are not used in accordance with the user manual, are otherwise misused or modified in any way, and/or are repaired or altered by anyone other than an authorized service representative of GLADI8R. These Warranties expressly exclude transportation, shipping or insurance costs, or defects, damages, or failure resulting from misuse, abuse, improper or abnormal usage, or neglect.

EXCEPT AS PROVIDED ABOVE, GLADI8R MAKES NO EXPRESS WARRANTIES OR ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR USE, AND ARE LIMITED IN DURATION AS STATED ABOVE. EXCEPT AS EXPRESSLY STATED ABOVE, GLADI8R SHALL HAVE NO LIABILITY OR RESPONSIBILITY TO ITS CUSTOMER, OR ANY OTHER PERSON OR ENTITY, WITH RESPECT TO ANY LIABILITY, LOSS OR DAMAGE CAUSED DIRECTLY OR INDIRECTLY BY USE OR PERFORMANCE OF THE PRODUCT OR ARISING OUT OF THE USE, INABILITY TO USE, OR ANY BREACH OF THESE WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY DAMAGES RESULTING FROM INCONVENIENCE, LOSS OF TIME, PROPERTY OR

INCOME, OR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.

Some Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. These Warranties give you specific legal rights, and you may also have other rights, which vary from province to province. In the event of a product defect covered by the foregoing Warranties during the applicable warranty period, send the product to GLADI8R at 2647 A Eglinton Ave East, Suite A, Scarborough, ON M1K 2S2 Canada, postage prepaid and insured, with an indication of the nature of the defect and a GLADI8R RMA number. You can obtain an RMA number by contacting GLADI8R at [info@gladi8rrecovery.com](mailto:info@gladi8rrecovery.com).

All replaced parts and products become the property of GLADI8R. New or reconditioned parts and products may be used in the performance of Warranty service. Repaired or replaced parts and products are warranted for the remainder of the original warranty period only. You will be charged for repair or replacement of parts and products made after the expiration of the applicable Warranty period.