

customer refund / return policy



REFUND POLICY

You may request a refund of any amounts charged by contacting customer service at support@playcare-health.com. If for any reason you are not completely satisfied with any PlayCare Health products purchased directly from PlayCare Health via our website, you may request a refund within 30 days from the date of purchase for a full refund or exchange. Refunds and exchanges will be made to the credit card with which the product was purchased in the same currency the purchase was originally charged. You will need the following to make your request for refund:

- Proof of Purchase
- Unused portion of the product or empty product containers

Any shipping and handling charges incurred when shipping and/or returning the product will not be refunded. Your refund includes only the cost of the product. It does not include the costs of shipping.

Any purchases for electronically-delivered products and special items such as trainings, events, certifications, "The Waiting Room" subscriptions, etc are non-refundable.

Additionally, anytime an order is refunded, all commissions or incentives paid on returned product will be reversed.

RETURN POLICY

Before any product is returned to PlayCare Health, the Player or customer must contact customer support to obtain a *Return Merchandise Authorization* ("RMA") number. Any package received without this information on the outside of the box may be refused and may result in a refund not issuing.

REFUND POLICY

All returns must be made as follows:

- Obtain a Return Merchandise Authorization ("RMA") number from PlayCare Health by contacting support@playcarehealth and submitting a request for the RMA.
- Ship items to the address provided by PlayCare Health customer service when you receive your RMA.
- Provide a copy of the sales receipt or invoice with the returned product. Such invoice must reference the RMA and include the reason for the return.

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- Ship product back in the original manufacturer's box exactly as it was delivered.
- All returns must be shipped to PlayCare Health pre-paid, as PlayCare Health does not accept shipping collect packages. PlayCare Health recommends shipping returned product by UPS or FedEx which includes tracking information and insurance, as risk of loss or damage in the shipping process of the returned product shall be borne solely by the Customer. If returned product is not received at the address provided on the RMA, it is the responsibility of the Customer to trace the shipment of the product wherein no credit will be applied.

AUTOSHIP CANCELLATION

Please email support to cancel or modify your AutoShip at any time at support@playcarehealth, without penalty. You can also modify or cancel your order at any time at www.playcarehealth.com. By selecting the "AutoShip" option on the website, you are giving PlayCare Health authorization to enroll you in the automatic shipping program. PlayCare Health will ship your products directly to you. You are also authorizing PlayCare Health to charge your credit card for the products you have ordered on a monthly basis. You may cancel at any time without obligation and without penalty by emailing support@playcarehealth or canceling the order on the myplaycarehealth.com portal. All AutoShip cancellations must be performed or delivered to PlayCare Health within 3 business days of the next shipment to guarantee cancellation of that shipment.

PLAYER REFUND POLICY

Please reference PlayCare Health's Policies and Procedures for the Refund Policy regarding Players.

