



**30 Day GUARANTEE EXCHANGE AND RETURN FORM**

We offer a 30-day money back guarantee on products purchased from our store (starting from the invoice date and excludes custom sized, special clearance sale priced, auction or other discounted items). Simply return the item in the **original packaging in new condition** for a refund of the product price less shipping and a 10% restocking fee.

If no shipping charges were charged on the original order (free shipping offer/shipping included offer) then the actual shipping charges will be deducted prior to refunding. Shipping is a service and not refundable. For hygienic reasons Therabath Products, paraffin, pillows, mattresses, airbeds, electrodes and covers can not be opened if returning for a refund. (Once opened these items can not be returned for a refund.)

When returning an item, please be sure to include this completed Exchange/Return Form. The Buyer is responsible for all return shipping. Items received after the 30 day return period will not be accepted for return.

Any applicable product warranty problem, repair or replacement is handled directly through the manufacturer of the product and not through Vitalityweb/Backstore.com. If you decide to return a product that needs warranty work, all warranty work must be done before returning to Vitalityweb/Backstore.com for a refund under our normal policy less shipping. If an order is refused for delivery or an order is canceled after it has already been shipped, two shipping fees will be deducted prior to refunding since we are billed shipping both ways from the shipping company. Shipment times are not guaranteed and orders canceled or refused will be refunded less all shipping fees. Items that are returned after the 30-day period, soiled, dirty or smell like smoke can not be accepted for return or exchange. All orders are considered final after 30 days. The above policies are binding on all orders and can not be changed verbally by phone or written by e-mail. To avoid any confusion, customer service representatives can not change these policies.

Item(s) being sent back: \_\_\_\_\_

Reason Item(s) being sent back: \_\_\_\_\_

Do you want to EXCHANGE or REFUND: \_\_\_\_\_

Amazon Order Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

RETURNS should be sent to:  
**BACKSTORE**  
**Attn: RETURNS DEPT.**  
**13820 Stowe Dr**  
**Poway, CA 92064-8800**

EXCHANGES should be sent to:  
**BACKSTORE**  
**Attn: EXCHANGES DEPT.**  
**13820 Stowe Dr**  
**Poway, CA 92064-8800**

Thank you,  
BACKSTORE  
sales@vitalityweb.com  
858-218-1320