

Returns policy

For health and hygiene reasons, there are no returns or exchanges on items that are used, unless exhibiting a genuine manufacturing fault. See criteria set out below.

If you are returning a faulty, damaged or incorrectly supplied item, we will pay for the packaging and postage costs.

We reserve the right to charge you for any postage costs incurred for returns should a return be declined or for any part of the items not sent back with the product.

A re-stocking fee is applicable to all returns, but can be waived at the discretion of BetterBraces.

- All returns must be returned through the parcel point website [here](#)
- Refunds will be credited to the card used for payment at the original purchase or if you are an account holder, we will issue a credit on to your account
- For a full credit and replacement (if applicable) to be granted, goods must be returned:

1. Within 30 days from date of invoice
2. In their original/saleable condition.
3. In the original packaging inside a shipping carton
4. With the Returns Authorisation paperwork included with the goods
5. Without written markings, tape or tampering on the original packaging.

BetterBraces is under no obligation to accept return of goods that are discontinued, special ordered in or were on promotional sale when purchased.

By submitting this form, you are confirming that you have read and understood the terms and conditions stated above.