

Return Policy

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at info@movedbrace.com.

If your return is accepted, we'll send you instructions on how and where to send your package. You will be responsible for paying the return shipping cost(s). Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at info@movedbrace.com.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Limited Warranty Claims

iiLabCo LLC ("Seller") warrants to Buyer, our Product(s), contained in the original packaging, to be free from defects in manufacturing and materials when used and stored in accordance with Product(s) Instructions for Use for the following warranty periods starting from the date of delivery ("Warranty Period"):

Move-D: one year from the date of delivery

All other components and accessories: thirty days from the date of delivery

Should the Product(s) fail to conform to the above warranty, the Buyer must contact the Seller at info@movedbrace.com before the warranty period expires. The Buyer must then return the nonconforming Product(s) following the return instructions provided by the Seller. Seller will pay the cost of return shipping if the warranty claim is valid and approved by the Seller. The Product(s) must be returned in its original packaging or packaging of equivalent size and protection to qualify for the Limited Warranty. Seller will also cover the

cost of shipping for a replacement product if the warranty claim is valid and approved by Seller. Any replacement Product will be warranted for the remainder of the applicable warranty period for the Product(s) originally purchased unless any additional period of time is approved by Seller.

This limited warranty does not cover any damage, impairment or problems which result from loss, accident, neglect, modification, abuse or misuse of the product or use other than in accordance with the Product(s) Instructions for Use (IFU). As with any garment, wearable components are expected to endure a reasonable degree of wear and tear, and cosmetic looks will change over time. Cosmetic appearance shall not constitute a valid reason for return or request of replacement product aside from a cosmetic defect out of the box that is approved by Seller as nonconforming.

Seller provides no other express warranties for the Product. This Limited Warranty does not cover, and Seller hereby expressly disclaims any warranty that the use of Product(s) is fit for any particular purpose, that use of the Product(s) will result in any improved performance for the user, or that Product(s) will produce accurate results or any specific information. Product(s) have not been developed specifically for any user, are not intended or designed to meet any particular user specific requirements or specifications and should not be used as a basis for medical diagnosis. Buyer acknowledges that Seller shall not be liable for any consequences, including but not limited to injury, resulting from the use of the Product in a manner not in accordance with the Instructions For Use.

To the fullest extent permitted by applicable laws, Seller hereby excludes and disclaims liability for any indirect, general, special, punitive, lost opportunity, incidental or consequential damages or losses, loss of use, loss of data, loss of income or profit, claims of third parties, or loss of or damage to property arising out of or in connection with the use, functionality, or defects in the Product(s) or of any part of the Product(s) even if Seller has been advised of the possibility of such damages or losses.

ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION ANY EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY, WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WARRANTY OF A PARTICULAR RESULT, OR ANY WARRANTIES ALLEGED TO ARISE FROM

COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE ARE HEREBY EXPRESSLY DISCLAIMED TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW.

The rights provided to you under this Limited Warranty are provided in addition to all rights and remedies conveyed to you by consumer protection laws and do not affect your legal (statutory) rights under your applicable national law. This Limited Warranty shall be governed by the laws of the State of California, USA, without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.

If the warranty claim is invalid, Seller may return the Product to the Buyer at the Buyer's cost or dispose of the Product(s) with no liability to the Buyer.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 30 days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 30 days have passed since we've approved your return, please contact us at info@movedbrace.com