

COLLEGIATE Sports Medicine

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PHYSIOTHERAPY – ATHLETIC THERAPY – MASSAGE THERAPY – SPORTS PHYSICIAN – SPORTS PSYCH CONSULTANT – SPORT NUTRITIONIST

Please note that any orthopedic braces, supports and stockings are considered single person use and cannot be returned once they have been worn or soiled, unless otherwise stated in writing by the clinic owner. Please ensure that you are satisfied with the product that you have purchased prior to wearing it.

All **special order items** must be **pre-paid and are non-refundable**. In certain situations, special orders may be returned, but may be subject to a re-stocking fee set by the supplier.

All other stock items have a 15 day return policy. Refunds will be issued after we have received & inspected the item & have found the item is in new re-saleable condition, as deemed by management, AND included all original packaging. Contact us for more information.

With the exception of shipping errors or a defective product, Collegiate Sports Medicine does not issue credit or refunds for shipping charges. To be returned, products must be unused, with original packaging and tags. Ship the item back to us & if deemed to be a defective product we will reimburse the Canada Post Ground Delivery Service shipping costs.

No Refunds or Exchanges will be made on Clearance Items unless the product is covered under a manufacturer's warranty or an error occurred processing your order.

To process a Refund, Return or Exchange at Collegiate Sports Medicine, you will need to send the printed paper receipt that was sent with your order and the Credit Card that was used to make the purchase.

Refused Shipments

All shipments refused by the buyer for delivery will be charged a 40% restocking charge and we must be contacted by the buyer to arrange for your item refund.

WARRANTY

All products sold at our clinic are covered by the manufacturer's warranty (usually a 90 day guarantee). Some companies offer longer or even lifetime warranties. Collegiate Sports Medicine does not independently warrant any of our products. Warranties are approved by the Manufacturer themselves and not by Collegiate Sports Medicine. Customers that have an **allergic reaction** to a soft goods product are able to receive a full refund within **2 weeks of purchase**. We will return the item to the manufacturer. If you have questions concerning the warranty on an item you wish to purchase please call our Sports Med Shop at 403-314-4458.



Therapy with Results!

Official Off-Site Therapy Supplier for the RED DEER REBELS

