

Warranty & Return Policy - Consumables

We stand behind our products. If for any reason there is a problem with your Flow Vibrate or Flow Orb purchase, we offer a 1-year warranty from order purchase date and will replace the product or provide a full refund less shipping.

WARRANTY - ONE YEAR FROM INITIAL PURCHASE

We provide a one-year warranty from initial purchase. After one year from your initial purchase, we have no obligation to send you replacement items, even if previous ones were sent. We will only replace items which are found to be faulty. Please retain your product packaging for the one-year warranty period, as returns can be processed faster!

30 DAY RETURN POLICY

NOTE: This return policy applies to items purchased on our website and not from any other Clinics, selling this product. No website returns or exchanges will be accepted at any of these Clinics.



To ensure the safety and health of our customers we do not accept returns or exchanges on items that comes into contact, with any body part. Once these items leave our warehouse, we consider them to be used and non-resalable. Unless the exchange is covered under the Consumers Guarantees Act or Fair Trade Act.

Please inspect your order upon receipt 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. All products have a return policy for 30 days from the invoice date. If any product is found DEFECTIVE within that 30-day period, we will exchange for that same item only.



All returns require prior authorization please refer below for our process. You can [contact us](#) to request an authorization number. Once authorization has been given, you will receive return instructions to your email. Returns received without a return authorization number will be refused. Items received in a condition that is not compliant with our return policy, will be refused.

The customer is responsible for the cost of all shipping charges; for defective items, we will cover the shipping cost of the replacement item to the customer only.

What to do if you have a problem with your purchased item:

- Please [email us](#) about your item and include the following details; your name, postal address, contact phone number, proof of purchase and warranty issues. You must upload a video demonstrating the product fault.
- All returns require prior authorization for our process. Once we receive the above email, and your request is approved, you will receive return instructions

to your email. Returns received without a return authorization number will be refused. Items received in a condition that is not compliant with our return policy, will be refused.

Not covered by guarantee:

- **Replacement or refund due to a change of mind, so please choose carefully.** We need to be 100% sure items we sell are new, unopened and unused.
- **Misuse of products.** Except to the extent of written warranties given by us to you, all warranties and representations in respect of Goods supplied are excluded-
 - Where you have altered or modified the Goods, mis-applied the Goods, or have subjected them to any unusual or non-recommended use, servicing or handling;
 - For loss caused by any factors beyond our control;
 - For any indirect or consequential loss of any kind;
 - Water damage;
 - For any Second Hand Goods;
 - Where the terms of any written warranty have not been complied with, or any manufacturers' handbook provided to you has not been complied with.
- **Waterproof.** Information about whether the FLOW Vibrate is splash-proof or submergible is detailed in your information brochure provided with this product; please read this information carefully.

General tips and guidelines to help improve the life of your product:

- Clean your product as per the manufacturer's recommendations and store them well.
- Wash your FLOW Vibrate before and after use with anti-bacterial cleaners or warm water and soap.
- Never use on areas which are swollen, cut, infected or inflamed.
- Use FLOW Vibrate only as specified.
- Do not leave your FLOW Vibrate on when not in use.

Disclaimer

FLOW Vibrate and Flow Orb are not intended for medical use and has not been clinically tested. Discontinue use if any pain, irritation, or discomfort occurs. To avoid injury or aggravation of pre-existing conditions devices should not be used on swollen or inflamed areas or skin. No medical claims are implied or warranted using this product. Please seek medical advice if injury or irritation does occur.

The information given by Medella Health Ltd is provided for general information source only and should not be considered complete, should not be considered as a substitute for medical advice or information about any condition. The information is provided solely on the basis that readers will be responsible for making their own assessment of the matters presented herein and are advised to verify all relevant representations, statements and information. While every effort has been made to ensure that the information is accurate, Medella Health Ltd makes no warranties or representations as to its accuracy.

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