



Medella Health

# Flow At Home - Shipping, Returns & Warranty Policy

At Medella Health, we stand behind our products and are committed to ensuring your satisfaction with every Flow At Home purchase. We want you to feel confident in your order, so we provide clear guidelines for shipping, returns, and warranty coverage. This policy explains how to handle returns, what to expect regarding shipping, and the protections available under our one-year product warranty. Our goal is to make the process as simple and transparent as possible, so you can enjoy your Flow At Home products with peace of mind.

## 1. Warranty

- All Flow At Home products, including Flow Vibrate, Flow Orb and Flow Vibe II products include a 1-year warranty from the date of purchase.
- If your product is found to be faulty, we will replace it or provide a full refund.
- Please retain original packaging to help process warranty claims faster.
- Warranty does not cover:
  - Misuse, alteration, or non-recommended use
  - Water damage beyond stated product specifications
  - Normal wear and tear
  - Second-hand items
  - Any indirect or consequential losses

## 2. Refunds

- A restocking fee, equivalent to the total shipping cost for sending the product to you and for its return, will be deducted from all refunded Flow At Home orders.
- Refunds will be issued to the original payment method after the returned item is received and inspected.

## 3. Shipping Restrictions

- We only ship to continental U.S. and New Zealand addresses.
- Orders to Canada, other countries, or P.O. Boxes will not be shipped and will be refunded.
- Please ensure your address is complete and accurate. If a package is returned due to an incorrect or incomplete address, you are responsible for shipping costs to resend the order.



#### **4. Delayed or Lost Orders**

- A parcel is considered lost if it remains in the postal system for 21 business days.
- No refunds or replacements will be issued until this period has passed.
- We cannot be held responsible for courier delays or packages marked as delivered to a mailbox. In such cases, we recommend filing a claim with USPS.

#### **5. 30-Day Return Policy**

- Applies only to items purchased directly from our website. Returns from clinics or other sellers are not accepted.
- For safety and hygiene reasons, items that come into contact with the body cannot be returned once shipped unless defective. This includes all Flow At Home products.
- Please inspect your order upon receipt. Contact us immediately if the item is defective, damaged, or incorrect.
- All returns require prior authorization. Contact us to request a Return Authorization (RA) number. Returns without an RA number will be refused.
- Customers are responsible for all shipping costs, except for defective items, where we cover shipping of the replacement item.

#### **6. How to Request a Return or Warranty Replacement**

1. Email us at [sales@flowpressousa.com](mailto:sales@flowpressousa.com) with:
  - Name
  - Postal address
  - Contact phone number
  - Proof of purchase
  - Video demonstrating the product fault
2. Once approved, you will receive return instructions via email.
3. Items received without an RA number or not in compliance with the policy will be refused.

#### **7. What Is Not Covered**

- Change of mind or buyer error
- Misuse or improper handling of products



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- Second hand goods
- Damage caused by water, external factors, or non-compliance with instructions
- Exceeding warranty period, i.e. after 1 year from initial purchase even if a replacement was provided during this period.

Note: Information on whether the Flow At Home product is splash-proof or submersible is detailed in the information provided with this product. Please read this information carefully.

### **8. Product Use & Care Tips**

- Clean products according to manufacturer instructions.
- Wash your Flow At Home equipment before and after use with warm water and antibacterial cleaner.
- Do not use on swollen, cut, or irritated areas.
- Follow all usage instructions and do not leave devices on when not in use.

### **9. Disclaimer**

- Flow at Home products, including Flow Vibrate, Flow Orb and Flow Vibe II are not medical devices.
- Discontinue use if irritation, discomfort, or pain occurs.
- Information provided is general guidance only and is not a substitute for professional medical advice.

### **10. Medella Health Content Disclaimer**

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