

Return Policy & Instructions

Return Policy

Prior to returning any Ergoactives product for exchange, credit, or refund, please contact our Customer Service Department at (# or email) to obtain a Return Authorization Number (RA#). No returns will be accepted without prior authorization.

Please inspect all orders immediately upon receipt. In the event merchandise was ordered/shipped in error or missing from your shipment, notify the Customer Service Department for a RA#. Ergoactives must be contacted within 48 hours of the receipt of the goods. Failure to report shipping/packaging errors to Ergoactives within 48 hours of product delivery will result in Ergoactives' inability to replace or remedy the error.

If you discover the merchandise has been damaged during delivery, report the damages to the Customer Service Department to initiate the return authorization request. Make sure to photo document the damage thoroughly. Ergoactives must be contacted within 48 hours of the receipt of the goods. Failure to report shipping damages to the merchandise within 48 hours will result in Ergoactives not being able to replace, return, or refund damaged goods.

Ergoactives offers a 14-day money back guarantee on most products (some exclusions apply). Returns will be refunded to your original method of payment. Original shipping/handling charges and any return shipping/handling charges will not be refunded. Products must be returned to Ergoactives within 30 calendar days of the issuance of the RA#. All merchandise must be returned in new, unused condition, packed in the original packaging and include all accessories, manuals and/or documentation that came with product. Returned merchandise is subject to a 40% restocking fee.

Certain products are non-returnable due to state and federal laws preventing such. Any products related to personal hygiene including, but not limited to toileting/bathroom products (e.g. commode chairs) and any product that comes in contact with the body (e.g. braces, foam cushioning, boot liners) cannot be returned. They are single use, patient items.

Ergocaps (High Performance, Ultralite, X-Treme Terrain), Level-Ups, and Shoebaum products cannot be returned as the product or components of the product are considered non-durable or consumable and cannot be made new or salable.

In the event merchandise is non-returnable, Ergoactives will make every effort to provide detailed descriptions and disclaimers regarding the return policy for each product prior to check-out.

Credit or replacement of goods is subject to inspection and evaluation. Ergoactives will not issue a credit or replace any products returned to Ergoactives that are not in new or salable condition. The determination about whether returned products are new or salable will be made by Ergoactives at Ergoactives' sole discretion.

Return Instructions:

1. Please contact Ergoactives' Customer Service Department at returns@ergoactives.com to request a Return Authorization Number and receive return instructions.
2. Repackage merchandise and mark the Return Authorization Number on the return label.
3. Please ship the return package via a prepaid, traceable and insured shipping method to ensure safe and documented delivery.
4. Once the returned merchandise has been received, Ergoactives will process your refund/exchange within 1-3 business days. Please note, that only the amount paid for the merchandise, minus any restocking fees, will be refunded. Original shipping/handling charges and any return shipping/handling charges will not be refunded.