



Comfort, Health and Style!

JOBST® Custom Products Just Got Better!

EFFECTIVE IMMEDIATELY, ENJOY MORE RELAXED
RETURN AND REMAKE POLICIES ON ALL OUR
CUSTOM GARMENTS.

Highlights of the policy changes include:

- Elimination of oversize garment fees for all JoViPAK® products
- Customer is no longer required to return garments*
- Improved free remake policy - return window increased from 30 to 45 days, see details below

JOBST® Custom Brands	Qty of "No Questions Asked" Free Remakes Available Up to 45 days from Receipt of Delivery	Garment Return RA Policy
Elvarex®	2	*Defective or performance deficient product classifies as "complaint" and must be returned for evaluation.
Elvarex® Soft	2	
Elvarex® Plus	2	
Custom Seamless Soft	2	
Bellavar®	2	
JOBST® Relax (October 2016)	1	
JOBST® FarrowWrap®	1	
JOBST® JoViPak®	1	
Custom Seamed	1	

For full Terms and Conditions, see new "Custom Terms and Conditions Policy Effective 7/1/16" (62462 RN).

THERAPIES. HAND IN HAND.



Effective July 1, 2016

JOBST® Custom-made Garments

Use of Measurements / Return Policy / Warranty Periods

This document has been designed to clearly address the Use and Ownership of patients' measurements, Return Policy and Procedure, Manufacturing and Warranty periods for all JOBST® brands of custom-made compression garments.

Use of Patient Measurements

The Privacy Rule protects all "*individually identifiable health information*" held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper, or oral. The Privacy Rule calls this information "*protected health information (PHI)*." Therefore, if a patient changes his/her medical supply provider and requires a new custom-made compression garment, they are allowed to request a release of their measurements for use at a different facility if necessary. If the patient has current measurements prior to changing facilities, BSN medical Inc. will process the order at the discretion of the new fitter. Any custom-made garment ordered, using the measurements of a prior fitter, cannot be guaranteed for fit. If this compression garment does not fit, the new fitter must re-measure and order a new garment for his/her patient. It is the suggestion of BSN medical Inc. that all patients be re-measured subsequent to changing medical supply providers.

Return Policy

JOBST® Elvarex®, JOBST® Elvarex® Soft, JOBST® Elvarex® Plus, JOBST® Custom Seamless Soft, and JOBST® Bellavar® garments must be returned for replacement due to manufacturing defect or material flaws. In addition, **two free of charge replacements will be allotted within 45 days of confirmed delivery of parcel carrier** for reasons other than manufacturing or material flaws such as adjustments to measurements, any changes to options or styles and changes in compression. This applies to the first and second replacements of the initial order only. For each additional replacement for changes to the garment, a full price fee will apply. It is only required to return a garment if there is a defect, complaint or problem that has been alleged. If defects are not being alleged to the product and the return is being made based on other factors, then it may not be necessary to return the garment back. BSN medical Inc. reserves the right to amend this policy as it deems appropriate and at any time.

JOBST® Custom Seamed, JOBST® FarrowWrap®, JOBST® Relax and JOBST® JoViPak® garments must be returned for replacement due to manufacturing defect or material flaws. In addition, **one free of charge replacement will be allotted within 45 days of confirmation delivery of parcel carrier** for reasons other than manufacturing or material flaws such as adjustments to measurements, any changes to options or styles and changes in compression. This applies to the first replacement of the initial order only. For each additional replacement for changes to the garment, a full price fee will apply. It is only required to return a garment if there is a defect, complaint or problem that has been alleged. If defects are not being alleged to the product and the return is being made based on other factors, then it may not be necessary to return the garment back. BSN medical Inc. reserves the right to amend this policy as it deems appropriate and at any time.

Manufacturing Warranty Policy

JOBST® Custom Seamed products, JOBST® JoViPak® JoViJackets, JOBST® PitPaks and JOBST® JoViPak® Box Finger Gloves have a **3 month manufacturing defect warranty**. If a manufacturing defect is present, BSN medical Inc. reserves the right to insist on a full evaluation of the garment to confirm that a defect is present before replacing the product or issuing credit for the initial purchase.

JOBST® Elvarex®, JOBST® Elvarex® Soft, JOBST® Custom Seamless Soft, JOBST® Bellavar®, JOBST® FarrowWrap®, JOBST® Relax, and Bellisse® products have a **six month manufacturing defect warranty**. If a manufacturing defect is present, BSN medical Inc. reserves the right to insist on a full evaluation of the garment to confirm that a defect is present before replacing the product or issuing credit for the initial purchase.

JOBST[®] JoViPak[®] products made with Polartec[®] Power Dry[®] have a **one year manufacturing defect warranty**.

This warranty for all JOBST[®] custom products does not cover the garments for normal “wear and tear”, abnormal care and use, where it can be shown that donning instructions have not been followed correctly, or when there has been an error in completing the appropriate order form(s). BSN medical Inc. will not offer full credit for custom compression garments that are returned, however, if a JOBST[®] garment should be returned for another JOBST[®] brand of custom-made garments, then a credit will be considered for the original garment amount when the order for the new brand selection is processed. A Return Authorization is required for all custom compression returns.

No credit will be given for orders that are returned outside of the manufacturing warranty period.

Manufacturing Warranty Periods

JOBST [®] JoViPak [®] (Made with Polartec [®] Power Dry [®])	1 year after shipment
JOBST [®] Elvarex [®] JOBST [®] Elvarex [®] Soft JOBST [®] Elvarex [®] Plus JOBST [®] Custom Seamless Soft JOBST [®] Bellavar [®] JOBST [®] FarrowWrap [®] JOBST [®] JoViPak [®] JOBST [®] Relax Bellisse [®]	6 months after shipment
JOBST [®] Custom Seamed JOBST [®] JoViPak [®] JoViJackets JOBST [®] JoViPak [®] Box Finger Gloves JOBST [®] PitPaks	3 months after shipment

Alterations & Repairs

BSN medical Inc. also offers a limited amount of alterations that can be done to existing JOBST[®] Elvarex[®], Elvarex Soft[®], Custom Seamless Soft, Bellavar[®], Custom Seamed, FarrowWrap[®] and JoViPak[®] garments. Consult with your customer service representative for alteration options that are available. BSN medical Inc. will not alter or repair a garment if the cause is due to wear and tear. Additionally, the garment must be in “like new” condition to receive an alteration. Any chargeable options that are added to the existing garment will be invoiced accordingly. All JoViPak[®] Custom Garments sold in the US are eligible for one free reduction alteration within the first year of ownership.

General Acknowledgement

In the case of a warranty claim or question, please contact BSN medical Inc. and ask to speak to a representative of the specific brand of garment in question for assistance and clarification.

Limitation of Warranty

Warranty:

BSN medical Inc. (Seller) warrants that the JOBST[®] brand custom-made products are manufactured and function in accordance with the Seller’s ratings and specifications. All products are to be inspected fully by the Buyer and all obvious non-conformities reported to the Seller immediately. The Seller, upon being satisfied of the existence of such non-conformity for which it is liable, will correct the same by either servicing, replacement or credit. The foregoing shall be Buyer’s sole and exclusive remedies. The warranties set forth apply to both original and replacement Products.

No Informal Warranties:

Any advice, information or suggestions given by Seller to Buyer in regard to the application or use of the Products are not warranties unless given in writing and designated specifically by Seller as warranties.

Statements made in Seller's general advertising or printed materials do not constitute warranties. Samples are not warranted as conforming to Seller's ratings and specifications, nor is any warranty made that Products conform to any sample, unless Seller specifically so warrants in writing. Seller makes no warranty that any Product delivered under this Contract is identical in nature or quality to any Product previously sold or delivered to Buyer.

Warranty Exclusions:

THE FOREGOING WARRANTIES SHALL BE IN LIEU OF ALL OTHER WARRANTIES AND THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PURPOSE AND OTHERWISE, EXPRESS OR IMPLIED, ARE EXCLUDED.

Return or Destruction

No Products shall be returned or destroyed without Seller's prior consent.

Returning Garments

BSN medical Inc. requires a Return Authorization before returning any custom-made compression garment. This authorization may be obtained for Elvarex[®], Custom Seamless Soft, Bellavar[®], and FarrowWrap[®] products by contacting Customer Service at (800) 537-1063. The authorization for JoViPak[®] may be obtained by contacting Customer Service at (866) 888-5684. The authorization for Custom Seamed may be obtained by contacting Customer Service at (800) 221-7573.

NOTE: Custom Product Return Authorizations are valid for 45 days. After 45 days, the original Return Authorization will be void. The Return Authorization Number must appear on the outside of the package for the product to be returned to the below address. All custom garments that are returned to BSN medical Inc. must be laundered and in a sanitary condition in order to receive credit or replacement. Garments sent unlaundered will be returned to sender without inspection due to biohazard concerns and no credit or replacement will be issued in these instances.

Return Addresses for Custom-made Products:

- **JOBST[®] Custom Seamed** products are to be mailed to:
BSN medical Inc.
Attention: **Custom Product Services**
1555 4th AVE SE
Hickory, NC 28602-4206
(800) 221-7573

- **JOBST[®] Elvarex[®], Elvarex[®] Soft, Elvarex[®] Plus, Custom Seamless Soft, Relax, Bellavar[®]** products are to be mailed to:
BSN medical Inc.
Attention: **Elvarex Product Services**
5825 Carnegie Blvd.
Charlotte, NC 28209
1-800-537-1063

- **JOBST[®] FarrowWrap[®]** products are to be mailed to:
BSN medical Inc.
Attention: **FarrowWrap[®] Product Services**
400 Olmos Blvd., Suite A
Hidalgo, TX 78557
1-800-537-1063

- **JOBST[®] JoViPak[®]** products are to be mailed to:
BSN medical Inc.
Attention: **JoViPak Returns Department**
19625 62nd Avenue South, Bldg. C, Suite 101
Kent, WA 98032
866-888-5684