

TributeNight™ Sure-Fit Guarantee™ Policies

First-Fit

Within 45 days of the original shipping date: L&R USA will modify or remake any TributeNight™ garment which does not offer the client a therapeutic fit. We want clients to have the garment that works best for them, so as part of “First-Fit,” any necessary changes can be made, including increases or reductions of circumferences or lengths, or changes to the style, options or accessories for the garment. Chargeable additions will be billed; but modifications to the original garment are complimentary.



Schedule your client's fitting appointment as soon as possible following delivery of their new TributeNight™ garment to avoid expiration of the First-Fit alteration period.

Reduction Alteration

Within one year of the original shipping date: To support clients' successful compliance with their TributeNight garment routine, L&R USA offers one complimentary alternation during the recommended 1-year life of the garment to reduce its size to match improved measurements.

Materials & Manufacturing

Within one year of the original shipping date: L&R USA guarantees your high-quality TributeNight™ garment to be free of material or manufacturing defects. Please note that garments that fail due to mistreatment will not be replaced; and any self-repairs or modifications, or failure to follow recommended laundering guidelines will void the Guarantee. Refer clients to their Owner Information packet to review laundering guidelines prior to washing and wearing their new TributeNight™ garment.

Post Warranty Alterations and Repairs

L&R USA will not perform alterations or repairs on TributeNight™ garments that are no longer within their 1-year Sure-Fit Guarantee period. We recommend that clients purchase a new garment annually to ensure greatest therapeutic results.

In the event that your TributeNight™ garment does need to be returned for Sure-Fit Guarantee work, kindly contact Lymphedema Depot to discuss alteration details as necessary and to obtain the required return authorization (RA) along with detailed instructions on how and where to return the garment. We will have you ship the garment to Lymphedema Depot's Canadian facility, and we'll take care of the rest.



Questions? Give us a call at: 1-855-857-8500
Visit us online at: www.LymphedemaDepot.com
Email us at: Info@LymphedemaDepot.com

