

# GUARANTEE & WARRANTY

*Important Information about Your JoViPak® Garment*



For JoViPaks®

**JoViPak Lymphedema Garments** are guaranteed against defects in materials and craftsmanship for **6 months** with normal use and care.



For JoViJackets™

**JoViJackets™** are guaranteed for **3 months**. Treat them as you would a compression stocking, using rubber gloves for donning.

## **Ready-Made/Quick-Ship**

JoViPak's Ready-Made items have a **10 Day Return Policy**, provided they have not been worn. To receive credit, they must be returned within 10 days of receipt.

## **Made-to-Order & Custom**

Made-to-Order and Custom JoViPak products are **NOT RETURNABLE**.

Alterations are available. Please contact your DME or Reseller for further instructions.

**NEW!** If reduction is anticipated, the **Prepaid Alteration Option** is recommended. To select this option, mark the check box at the bottom of your order form. This option covers **one** reduction alteration and return ground shipping charges for one year.

**NEW!** Custom Garments are now **Guaranteed to Fit** - provided accurate measurements and all required patient information have been submitted with **initial order**.



## **Product Care**

Don with rubber gloves to prevent damage from fingernails. (Fingernail damage is not covered by warranty)

Care and content labels are on the **OUTSIDE** of JoViPak garments and are on the **INSIDE** of JoViJackets and Safety Soks.

If you are putting your JoViPak lymphedema garment in the dryer, we recommend low heat and removing the garment as soon as it is dry. Cotton/Lycra® garments should be turned inside out halfway through dryer.

We recommend air drying JoViJackets.

Use mild liquid detergents and absolutely **NO BLEACH** on any JoViPak product.



# ALTERATION

## Return Authorization Request Form (Fill out and Mail in with Garment)

Return Authorization # \_\_\_\_\_  
(Same as Original Invoice Number)  
Patient's Name: \_\_\_\_\_  
Quantity & Product Number(s): \_\_\_\_\_  
(Product number is also the SKU number)

### THERAPIST/FITTER

Alteration requested by: \_\_\_\_\_  
Phone #: \_\_\_\_\_  
Date: \_\_\_\_\_ PO# \_\_\_\_\_

Alterations are available. Please contact your DME or Reseller for further instructions. You can add zippers and gussets or make the garments smaller and/or shorter; however, all alteration markings **Must Follow the Seam Line**. For circumferential reductions, ask your patient to don the garment, then you pinch the excess fabric the full length along the seam and mark along both sides of the seam with a marking pen. It must be pulled to a **Comfortably Snug**, but not a **Tight** Fit.

**NOTE:** The garment being returned for alterations **MUST BE CLEAN** or you will be charged an additional \$25 for laundering. JoViPak goes to great lengths to maintain a sanitary work space and we cannot run a soiled garment through our sewing machines. Alteration markings should be made **AFTER** laundering.

Unique to JoViPak is a 24-hour turn-around time for alterations. We are aware that your patient will be without their garment until the adjustments have been made, which is a good reason to make sure your instructions are clear and the garment has been laundered prior to sending it. If you have alteration questions, call our patternmaker (1-866-888-5684 Ext. 82).

### BILL TO

[www.jovipak.com](http://www.jovipak.com)

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\_\_\_\_\_  
\_\_\_\_\_

### SHIP TO

Same as BILL TO

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### COMMENTS AND/OR SPECIAL INSTRUCTIONS

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**NEW!** In an effort to keep costs as low as possible, JoViPak does not add an additional alteration charge to the price of their products. If you feel your patient will be reducing in size within a year following receipt of their garment, you may want to consider adding JoViPak's **PREPAID ALTERATION OPTION** to your initial order. This covers 1 reduction alteration and return shipping charges for one year.

