

Back 2 Normal Physical Therapy Return & Refund Policy

Thank you for your purchase.

If you are not entirely satisfied with your purchase, we're here to help.

The following refunds and returns policy applies only to non-affiliate retail items sold by Back 2 Normal Physical Therapy. Please see the Affiliate Policy below for retail specifics on ASEA, dōTERRA, Metagenics, Apex Energetics, Bemer, and VoxxLife.

Retail Returns & Refunds

You have 14 calendar days to return an item(s) from the date you purchased it. To be eligible for a return, your item(s) must be unused and in the same condition that you received it. Your item(s) must be in the original packaging, untampered. You must present the receipt or proof of purchase in order to return the item(s).

Once we receive your item(s), we will inspect it and notify you that we have received your returned item(s). We will immediately notify you on the status of your refund after inspecting the item(s). If your return is approved, we will initiate a refund via your original method of payment. If purchase was made by check, we will place a credit on your account to use toward future purchases. You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Affiliate Policy

For ASEA, dōTERRA, Metagenics, Apex Energetics, Bemer, and VoxxLife retail products for which Back 2 Normal Physical Therapy plays an affiliate role in extending membership opportunities, any items purchased through your personal membership or as part of a cooperative purchase between Back 2 Normal Physical therapy and you, or your entity, are subject to the affiliate company's returns and refunds policy and Back 2 Normal Physical Therapy is not responsible for returns, refunds or affiliated costs.

Policy on Services

This refunds and returns policy does not include specifications for Back 2 Normal Physical Therapy services rendered. Please see our Client Services Agreement for more information. At any time, you can request a copy of the client services agreement signed by you upon initiation of services at Back 2 Normal Physical Therapy.

Contact Us

If you have any questions on how to return your item to us, contact us at (727)-362-6866 or healing@back2normalpt.com.