



Lymphwell Product/Supply Policy

Medical Garments or supplies purchased in the Lymphwell clinic are not eligible for return. Once you leave the clinic with our products, you will be financially responsible for the cost of those items.

If you find your product has a manufacturing flaw, you need to immediately contact our administrative team. In some cases, the manufacturer has a replacement policy.

Replacement Policy for Custom Garments: A 50% deposit is required before we will place the order for your garments. From the time you receive your garments you will be given a 7-day period to report a manufacturing issue to our team. In most cases, if the manufacturer made an error, they would replace the garments at no cost. It is extremely important that you make our team aware of your issue immediately so that we can inquire about a remake. After the 7-day grace period, we will be unable to request a remake.

Off the shelf products: All sales are final. Be sure to go over any discomfort at the time of your fitting. All garments will be fitted with one of our professionals at the time of your visit. This is the time to bring up discomfort, length or width issues, or any other problems you see with your garment. Bandaging is not eligible for return, and all sales are final.

If you have any questions about this policy, or want to inquire about a return within our grace period, please feel free to reach out to the office manager:

Lindy Ditmore

Lymphwell

Austin – 512.665.3288

Houston – 832.369.6850