

## Return or Replacement

Try a RADIUS product risk free! We guarantee your complete satisfaction with every purchase. RADIUS believes our products are the best and back them 100%. . If you are not pleased with your purchase, you may return the product for either an exchange or a refund.

## Returns at a Retail Store

If you purchased the product from a retail store, please contact the store. We suggest returning the product to the store if possible in order to avoid return shipping fees. If the store will not accept your return, send it by mail, with the original receipt, for a full refund within 60 days of the date of purchase. If you purchased a product as part of a gift or pack, the entire gift or pack must be returned. See address below.

## Returns to Radiustoothbrush.com

If you purchased the product from radiustoothbrush.com:

You may return it by mail for a full refund within 60 days of the date of purchase if you include your original receipt. If you purchased a product as part of a gift or pack, the entire gift or pack must be returned within 60 days of the date of purchase to receive a refund or exchange. Credit will be issued against originating credit card.

RADIUS reserves the right to refuse returns for an unreasonable quantity of items.

## Returns should be addressed to:

RADIUS  
Customer Service  
207 Railroad Street  
Kutztown, PA 19530

For your protection and to ensure prompt delivery, we recommend that you send your return via UPS or insured Parcel Post. We're sorry, return shipping fees are not reimbursable.

Please include the following information with your return: indicate whether you want a refund or replacement, the reason for the return, a description of the item you are returning, and its price.

Your return will be processed promptly upon its arrival and all exchanges will be shipped via our standard ground shipping. Processing and transit time for exchange packages is usually 7-10 business days from the time your exchange request is received at our location. Business days are Monday-Friday, excluding federal holidays within the United States.

## Damaged Items or Our Error

When your order arrives, please inspect the package for any damage that may have occurred during shipment. It is normal for the box to show some wear, however, if damage occurred to the item(s) in your shipment, please contact us immediately at 1-800-626-6223, ext 105 or send an email to [contact@radiustoothbrush.com](mailto:contact@radiustoothbrush.com). Our Consumer Service line is open Monday - Friday 8:30 AM – 5:00 PM Eastern Standard Time. Please provide the order number along with your email address and phone number for fastest service. To assure prompt resolution, please retain the shipping box, packing materials and the damaged items for inspection by the carrier.

If you're returning the product because we made an error, please call our Consumer Service line at 1-800-626-6223 extension 105 or email us at [contact@radiustoothbrush.com](mailto:contact@radiustoothbrush.com). Our Consumer Service line is open Monday - Friday 8:30 AM - 5:00 PM Eastern Standard Time. We'll promptly issue return instructions and cover the cost of return shipping.