



# Myofunctional Therapy UK

Supporting Orofacial and Airway Health

## REFUND & RETURNS POLICY

### 1. GENERAL POLICY

We want you to be satisfied with your purchase. However, due to the nature of our products and services, we adhere to strict refund and return policies in compliance with UK consumer law.

### 2. RETURNS POLICY FOR PHYSICAL PRODUCTS

- We accept returns only for unopened and unused products in their original packaging within 14 days of receipt.
- Opened or used products, including oral devices and hygiene-related items, cannot be returned or refunded for hygiene and health and safety reasons unless faulty.
- Customers must contact us at [info@myofunctionaltherapy.co.uk](mailto:info@myofunctionaltherapy.co.uk) before returning any item to receive return instructions.
- The customer is responsible for return shipping costs unless the item is faulty.
- Refunds will be processed within 14 days of receiving the returned item in acceptable condition.

### 3. FAULTY OR DAMAGED GOODS

- If a product arrives damaged or faulty, you must notify us within 48 hours of receipt.
- We may require photographic evidence before processing a replacement or refund.
- Faulty items will either be replaced, repaired, or refunded in accordance with the UK Consumer Rights Act 2015.

### 4. REFUND POLICY FOR ONLINE THERAPY SERVICES

- Cancellations made at least 24 hours before a scheduled session are eligible for a full refund.
- No-shows or late cancellations (within 24 hours of the appointment) are non-refundable.
- If a session is disrupted due to technical issues on our end, we will reschedule or offer a partial refund.



# Myofunctional Therapy UK

Supporting Orofacial and Airway Health

## 5. EXCEPTIONS TO REFUNDS

- Digital products and downloadable materials are non-refundable once accessed.
- Gift cards and promotional discounts are non-refundable and non-exchangeable.

---

## 6. HOW TO REQUEST A REFUND OR RETURN

To initiate a refund or return, please contact us at [info@myofunctionaltherapy.co.uk](mailto:info@myofunctionaltherapy.co.uk) with the following details:

- Order number
- Description of the issue
- Relevant photos (if applicable)

Once reviewed, we will provide further instructions on how to proceed.

---

## CHANGES TO THIS POLICY

We reserve the right to update or modify this policy at any time. Any changes will be posted on this page and will take effect immediately.

For any questions or concerns regarding our Refund & Returns Policy, please contact us at:

Myofunctional Therapy UK Ltd

71-75 Shelton Street, London, Covent Garden, England, WC2H 9JQ

[info@myofunctionaltherapy.co.uk](mailto:info@myofunctionaltherapy.co.uk)

07956209499

8th February 2025