



## **Support Policy of PhysioBiometrics Inc.**

**Contact:** [support@physiobiometrics.com](mailto:support@physiobiometrics.com)

**Support:** support is provided by email at [support@physiobiometrics.com](mailto:support@physiobiometrics.com). Support "How to" instructions and videos will be provided at [physiobiometrics.com](http://physiobiometrics.com) in 2024

**Repair:** A client sends a repair request to [support@physiobiometrics.com](mailto:support@physiobiometrics.com). If the problem is solvable, instructions are sent back within 72 hours. In the event support cannot fix the problem, the client will be instructed via email to return the device for repair. Shipping Instructions are included in the email.

(1) If we determine the device has been damaged by the client and we cannot repair it, we offer a replacement at cost.

(2) In all other cases, we fix or replace the device, and return it by courier to the client.

**Recalls:** The affected clients are informed via email from [support@physiobiometrics.com](mailto:support@physiobiometrics.com) should a recall or software upgrade to the firmware of the device be necessary, The notification email will indicate the reason for recall and shipping Instructions. We fix, upgrade, or replace the device, and ship it back to the client at no charge.

**Complaints:** We provide our clients with a support email with the purchase of Heel2toe. If the complaint is deemed valid, it is replied to within 1 week. All complaints are logged and tracked so we can better serve our clients by improving our products and the support "How to" instructions and videos at [physiobiometrics.com](http://physiobiometrics.com).

**Refund policy:** A full refund is provided if (a) the client notifies us of their request for refund within 30 days. (b) the device is shipped and postmarked within 30 days.

**Sales and support records:** All information on clients, sales and support are kept on our secure Google Drive with 2-step verification.