OSTOmysecrets
Flatter me.

To ensure that you order the correct size and are able to enjoy your Ostomysecrets apparel as soon as it arrives, we always recommend that you follow our sizing charts and measuring guides before placing an order.   If you have any questions on sizing, please contact the Ostomysecrets team, one of our sales consultants would be more than happy to help you.   **1-877-613-6246**

Returns & Exchanges Policy

At Ostomysecrets, we hope you love what you ordered. But in case you don't, here is our returns and exchange policy.

All items must be returned to us within 30 days* of our shipping date in their original, new condition, with all tags attached, in their undamaged packaging, and packaged to protect their shape. By law, intimate garments containing a crotch cannot be returned once they have been worn or tried on next to skin. Please try these items on over your own underwear. We reserve the right to refuse returns or items that may not meet hygiene and health regulations.

In order to keep your refund or exchange as hassle-free as possible, please follow these steps:

1. Please contact an Ostomysecrets sales consultant at 1-877-613-6246 if you have any questions on how to submit a return/ exchange.
2. Print this form out and complete the information below.
3. Ship this form back with the product you are returning /exchanging to the address below:

   OSTOmysecrets Processing
   1100 Route 130 South
   Robbinsville, NJ 08691

4. Refunds for purchases will be credited to your original purchase credit card, **usually within 10 business days of receiving your return**.

*We are not responsible for returns lost in transit to us and strongly recommend that you insure and track your return with your carrier. We do not accept C.O.D. deliveries. Return shipments are at your expense.

Please complete the Returns/ Exchanges form below and submit it with your return order.

Order #:			
Customer Name:			
Customer Phone:			
Customer Email:			
RETURN			
Item #	**Qty**	**Reason for Return**	
EXCHANGE			
Item #	**Qty**	**Replacement Item (Product Code)**	**Qty**