



# Shipping/Return Policy

## Shipping and Return Policies

The Healthy Back Institute is committed to helping you feel better than ever before. Unlike most companies that try to sell everything, we only sell items that we feel extremely confident will give you significant relief. That's why ALL of our products are backed by our Iron Clad 90-Day Money Back Guarantee.

### [Physical Products](#)



#### POPULAR POSTS

##### **Could This Morning "Pee Test" Reveal a Hidden Cause of Stiff and Aching Joints?**

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##### **What Do Cancer, Heart Disease, and Arthritis All Have in Common?**

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##### **This 30-Second Power Wash Ritual Cleans Your Arteries and Washes Away Joint Pain**

0 Total Shares

(<https://losethebackpain.com/this-30-second-power-wash-ritual-cleans-your-arteries-and->

We truly want to help you live pain free. That's why we test every single product we offer and develop many of our own exclusive products you can't get anywhere else. If you are unhappy for any reason, simply return your order within 90 days and get your money back, less shipping. Your returned product must be sent back in its original packaging and in like new condition with all parts and pieces.

Please Note: All returns are carefully inspected by the our returns department. If there are any signs of damage, foul odors, pet hair, dirt, and other debris, the return will not be accepted.

## **Seated Inversion Table & Back Ease**

*\*We no longer sell these products as of August 2021. Please contact Stamina (<https://staminaproducts.com/customer-care/>) directly for customer support.*

Backed by 1 Year Manufacturer Warranty.

washes-away-joint-pain/)

### **What's Your Inflammation Score? Answer These 3 Questions to Find Out**

0 Total Shares

(<https://losethebackpain.com/whats-your-inflammation-score-answer-these-3-questions-to-find-out/>)

### **Why Doctors Are Dead WRONG About Arthritis and Joint Pain (#1 Cause is Actually Protein!)**

0 Total Shares

(<https://losethebackpain.com/why-doctors-are-dead-wrong-about-arthritis-and-joint-pain-1-cause-is-actually-protein/>)

## **You MUST Eliminate This Protein**

Discover the **"Joint Pain Protein"** that wreaks havoc in your body far beyond your joints.

**Please Note:** You MUST contact us before returning this product as the Inversion Table and Back Ease Returns Require an RMA # from the manufacturer please contact us at 800-216-4908 or [create a ticket \(https://losethebackpain.com/contact-form/\)](https://losethebackpain.com/contact-form/) to request an RMA#. Your return must be postmarked within 10 days from when your RMA# was issued.

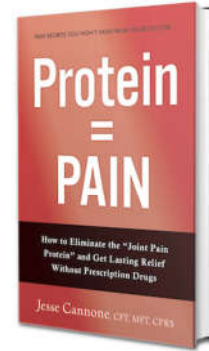
Mail to: We will provide the Return Mailing Address when you request your RMA#

## **Supplements & Creams**

### **Single Bottle Orders**

If after trying the product for at least 3 weeks you don't feel improvement, simply return the used bottle within 90 days and we'll gladly refund your purchase price (less shipping).

### **Multi Bottle Orders & Buy One Get One Specials**



Get your **FREE copy of Protein=Pain** ebook..

Plus health breakthroughs from the world's leading pain relief experts every week for FREE.

#### **Sign Up For Texts**

By checking this box, you agree to receive recurring automated promotional and personalized marketing text messages (e.g. cart

Return all unopened bottles within 90 days and we will refund a prorated amount based on the number of unopened bottles you have returned (less shipping).

\*Multi-Bottle packages are not recommended for first time users.

### **Recurring & SmartShip Delivery Orders**

Return all unopened bottles within 90 days from your initial sign up date and we will refund a prorated amount based on the number of unopened bottles you have returned.

### **Free Offers / Free Trials**

Shipping Fees for Free Trials and/or Free Offer items are Non-Refundable.

### **How Your Free Trial Works:**

When you sign up for a Free Trial you are only responsible for paying the shipping and handling fee for the free product. You will have a specified number of days to try the product for yourself. (Trial Periods Varies by Product)

reminders) from The Healthy Back Institute at the cell number used when signing up. Consent is not a condition of any purchase. Reply HELP for help and STOP to cancel. Msg frequency varies. Msg & data rates may apply. [View Terms \(https://attnl.tv/t/3hn\)](https://attnl.tv/t/3hn) & [Privacy \(https://attnl.tv/p/3hn\)](https://attnl.tv/p/3hn).

### **Continue...**

We HATE spam too and will only send you great info.

After your trial period expires you will be enrolled in our SmartShip Monthly delivery service. You will receive a fresh new shipment of the product each month. Your credit card will be billed each month at our low members-only pricing + free shipping always. (Pricing Varies by Product)

You may cancel your membership at any time, no questions asked, simply log into your Customer Account located here: [myaccount.losethebackpain.com](http://myaccount.losethebackpain.com) or you can call us at 1-800-216-4908 (International 240-780-5977).

If you cancel after the trial period you will be billed based on the number of products shipped after your trial period expired.

Shipping Fees for Free Trials and/or Free Offers are Non-Refundable.

## **Partner Products**

Important: The Healthy Back Institute takes pride in being able to offer you other companies products that we do not offer ourselves but support because we think they are great products that our customers can benefit from. When purchasing partner products please refer to their website for their Guarantee and Return Policy. You may find this information on your invoice or package insert.

### **Canceling An Order:**

Please call 1-800-216-4908 (International 240-780-5977) to cancel an order. For your convenience we ship orders same day when possible. If your order has shipped or is in the process of being shipped, we will be unable to cancel your order.

### **How Refunds are Issued:**

Once your return has been inspected and approved for a refund please allow 3 – 5 business days for your refund to be processed.

Refunds will be issued back to the original method of payment.

\*If the credit card has expired a check will be issued and mailed to you.

For any rejected return, the customer is responsible for the return shipping cost. If the customer would like the product returned they must create a ticket (<https://losethebackpain.com/contact-form/>) to approve the return shipping fee that will be applied to credit card. Our warehouse only holds on to rejected returns for 30 days. Items that are not requested to be returned to the Customer within 30 days will be discarded and no credit will be issued.

## **International Shipping Restrictions**

Please be advised that Healthy Back Institute is not responsible for taxes and/or duties or any brokerage and/or delivery fees applied to international shipments. Also, we kindly request

that you contact your customs office to thoroughly inquire about import regulations before placing your order, as Healthy Back Institute will not be liable for packages refused, destroyed or held for delivery.

Please be aware that this list includes but is not limited to all known prohibited products throughout the world. We continue to update and revise this list, based on the most recent information from customs officials, the USPS and other government and civilian organizations. \*Losses incurred due to exceeding your country's limitations will not be refunded.

### **Back Ease, Inversion Tables, Dr. Clark Far Infrared Heating Pads**

- All Countries Outside US & Canada

### **Eye Health Essentials**

- Austria



## **Heal-n-Soothe**

- Africa
- Australia – 3 Bottle Limit Per Order
- Canada – 3 Bottle Limit Per Order
- Italy
- New Caledonia
- Norway
- Singapore
- Germany
- Sweden
- Iceland

## **Natural Cleanse**

- Germany

## **Rub-on-Relief**

- Africa
- Germany
- Italy
- New Zealand

### **Sleepzyme**

- New Zealand

### **Super Joint Support**

- Denmark
- Germany
- Norway

### **ThinMist**

- Australia
- Belgium

- Canada
- Germany
- Ireland
- New Zealand
- United Kingdom

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UPDATED: JULY 11,2011

 **MY ACCOUNT**

[\(HTTPS://MYACCOUNT.LOSETHEBACKPAIN.COM/LOGIN\)](https://myaccount.losethebackpain.com/login)   
 [FAQ \(/FAQ/\)](/faq/)  [ORDER STATUS \(/ORDER-STATUS/\)](/order-status/)

 **SHARE YOUR STORY (/MY-TESTIMONIAL/)**

 **CONTACT US (/CONTACT-US/)**

# Find a Solution to Your Pain Problems

Search for pain solutions here...



## POPULAR SEARCHES

[Back Pain Exercises \(/treatments/back-pain-exercises-and-stretches/\)](/treatments/back-pain-exercises-and-stretches/)

[Lower Back Pain \(/conditions/lower-back-pain/\)](/conditions/lower-back-pain/) [Neck Pain \(/conditions/neck-pain/\)](/conditions/neck-pain/)

[Herniated Disc \(/conditions/herniated-disc/\)](/conditions/herniated-disc/) [Sciatica \(/conditions/sciatica/\)](/conditions/sciatica/)

[Pinched Nerve \(/conditions/pinched-nerve/\)](/conditions/pinched-nerve/)

## INSIDE LOSETHEBACKPAIN.COM

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[About Us \(/About-Us/\)](/About-Us/)

[Contact Us \(/Contact-Us/\)](/Contact-Us/)

## POPULAR PRODUCTS

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Arthritis Reversed

(<https://Securessl.Losethebackpain.com>)

</Products/118/Sp->

[Arthritis-Reversed-Book](#)



**GET YOUR  
FREE COPY**

**7-DAY MEAL PLAN  
FOR ULTIMATE  
PAIN RELIEF**

Quality (/Quality/)	)
Company Values (/Company-Values/)	(/Products/Heal-N-Soothe/)
Customer Success Stories (/Our-Success-Stories/)	Inversion Tables (/Products/Seated-Inline-Inversion-System/)
Medical Advisory Board (/Medical-Advisory-Board/)	Natural Cleanse (Https://Securessl.Losethebackpain.Com /Products/152/Sp-Natural-Cleanse)
Careers / Job Opportunities (/Healthybackinstitute.Apply/)	Rub On Relief (/Products/Rub-On-Relief-Tube/)
Affiliate Program (/Affiliates/)	Sleepzyme (/Products /Sleepzyme/)
Media/Press (/Media-Press/)	The 7-Day Back Pain Cure (Https://Securessl.Losethebackpain.Com /Products/144/Sp-Free-7-Day-Back-Pain-Cure-Book)
	The Live Pain Free Cookbook (/Products /Live-Pain-Free-Cook-Book/)
	Far Infrared Heating

**GET YOUR FREE COPY**  
**(<https://securessl.lose-thebackpain.com/products/154/sp-7-day-meal-plan>)**

Pads

(<https://Securessl.Losethebackpain.Com>

/Products/139/Pp-

Deep-Heat-Healing-Pad)

## SHOPPING

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My Account

(<https://Myaccount.Losethebackpain.Com>

/Login)

Shipping/Return Policy

(/Shipping-Return-

Policy/)

Quality Assurance

(/Quality-Assurance/)

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