

Return Policy: If you have ordered the wrong item you may return the product(s). These are healthcare products so any product(s) for return must be unused, unopened and in original packaging. Flex-Ice will not accept a returned product(s) where the product(s) has been used, marked, taped, opened or otherwise tampered with by the customer. The purchaser will have to pay for the return postage.

If you have received a faulty product due to delivery damage or we have supplied the wrong item. We are happy to replace the product. Please contact us within 7 days of receiving the delivery. To help us avoid any such issues in the future please email us a photo of the damaged item.