

## FAQs About Our Medical Compression Garments

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Where are your products manufactured?

All products are made in the USA and shipped from our base in Dallas, TX.

How will I receive my order?

Patients Direct ships worldwide using The United States Postal Service via Express 2-Day Mail. Most orders are shipped within 1-2 business days following receipt of the order. Occasionally, items do go on backorder. In this event, you will be notified via e-mail or phone, so please continue to check your email/phone for updates regarding your order.

Expedited (next-day, 2nd-day and 3rd-day) domestic orders available upon request.

Physicians may use their own established shipping accounts (FedEx, UPS) if they desire.

Patients Direct reserves the right to not ship to someone.

PLEASE NOTE: Weekends and holidays are NOT included in shipping (transit) time. Overnight orders shipped on Friday can be expected on the following business day (typically Monday, unless Monday is a holiday). Expedited shipping is a service of the carrier you select and exceptions to the expected delivery time are at the discretion of the carrier.

Will you ship internationally?

Yes we ship internationally, however special shipping charges apply, so please call 800.634.1750 to place international orders.

Can I return something?

Returns and Exchanges:

If you need to return or exchange your purchase, we will accept returned items in their original condition within 30 days of the purchase date. Altered, damaged, or stained products will not be accepted.

Only unopened packages may be returned for a full refund minus cost of shipping.

Patients Direct inspects all products before refunds or exchanges are issued. Refunds or exchanges will NOT be issued for products that have been:

soiled

worn

washed

damaged

altered

exposed to strong odors (smoke)

How will the charge appear on my debit/credit card bill?

When you receive your bill the charge will be posted from Foundations Too Direct-F2Direct, the parent company of Patients Direct.

What debit/credit cards do you accept?

We accept MasterCard, Visa, American Express, and Discover.

How do I take care of my garment?

We recommend cold-water washing and line drying your garments; do not put them in the dryer. Soak the garment in warm water and soap for stain removal.

Do your products contain Latex?

NO. All of our products are 100% latex FREE.

How does compression help during the recovery process?

Compression garments deliver uniform support that helps reduce swelling, accelerating the recovery process after a postoperative surgery.

Which product is right for me?

Patients Direct suggests that you consult with your doctor before buying a product because each product is designed to target a specific procedure.

What size is best for me?

Patients Direct suggests that you consult with your doctor when it comes to sizing. Our product sizes are NOT based upon standard clothing sizes, so you must measure your body in order to find your correct size. Please see our sizing charts on how and where to measure your body for the product you selected.

Do you make custom garments if I cannot fit your standard sizes?

On a case-to-case basis we make custom garments. However, custom garments cannot be returned, they are final sale items.

How long should I wear the garment after my surgery?

Physician's opinions vary in reference to the length of time a patient should wear a garment. The recommended duration is from one to three months. The compression garment should be worn at all times and only removed to shower during the first month of the recovery process.

Would a regular support bra be ok to wear instead of a compression bra?

A regular support bra will not provide the level of uniform compression or support required after a surgical procedure. A compression garment is a medical garment that provides uniform support that reduces swelling, which helps accelerate the recovery process after a postoperative surgery.

Why should I order more than one garment?

We recommend that patients have at least two garments following a postoperative surgery. Having two garments ensures that you always have a clean garment on hand. Patients that have procedures done to their legs must purchase a 1st and 2nd Stage garment for maximum results. A Pull-On or 2nd Stage compression garment is typically worn during the latter period of the recovery process when the patient starts accumulating less fluid.