



Central Line Safety and Protection... Simplified.

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## TERMS AND CONDITIONS

### Terms & Conditions

Please review Comfort Line's Terms and Conditions completely before placing an order. Placement of your order confirms your knowledge of, and agreement with our policies.

### Sizing:

Comfort Line garments are designed to run smaller in size. This is done with the intent of assuring a snug and secure fit around the wearer's body. We strongly advise usage of properly sized garments for the wearer. Over-sizing may allow unwanted movement of the garment during central line use. If you need assistance with sizing please [click here to send us an email.](#)

### Payment:

We accept Visa, MasterCard, Discover, & American Express through our secure on-line checkout process.

### Sales Tax:

Applicable state and local sales tax is collected on all orders being delivered to the state of Maryland.

### Shipping Cost:

Comfort Line provides direct from factory shipping on large volume orders for a 6% surcharge of the total shipping cost. Smaller volume orders are shipped via standard UPS rates.

### Shipping Times:

Most orders are processed immediately. Please allow 30 to 45 business days\* for standard UPS delivery, excluding weekends and holidays for larger orders. Most orders placed after 1 PM, EST on Friday afternoon will begin processing the following business day.

At this time we do not accept orders being shipped to a P.O. Box.

At this time we do not accept orders being shipped to APO/FPO addresses.

\***Business Days** = Monday thru Friday before 1PM, excludes weekends and any Holidays



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#### **Changing and Cancelling Orders:**

Before placing your order please make sure you have selected the correct color and size. We cannot modify or cancel any orders once they have been submitted. If you need assistance with your newly placed order please [click here to send us an email](#).

#### **Returns and Exchanges:**

Items in original condition and packaging may be returned or exchanged within 30 days accompanied by your original invoice. Take care to be sure product is correct before opening individual packaging as opened items cannot be returned. Of course, items that have been washed, worn or embroidered cannot be returned. You will receive a full refund for the cost of the product, based on your original payment method. Original or return postage is not refundable. No additional shipping and handling charges will be incurred when an exchange is processed for the same dollar amount as the original purchase.

#### **Defective Merchandise**

Items in original condition found to be defective\* within 90 days accompanied by your original invoice will be replaced at no cost. Of course, items that have been washed, worn or embroidered cannot be returned. In the event you receive merchandise that is defective, please contact Comfort Line immediately at the following email: [store@mycomfortline.com](mailto:store@mycomfortline.com), and provide information about the order and the nature of the defect. . We will provide return instructions. You will not be responsible for return shipping charges and a replacement item will be sent out to you. You will receive a full refund for the cost of the product, based on your original payment method

**\*Defective** = any item not functioning as expected due to product workmanship or quality. Normal wear and tear from repeated use is not deemed to be defective.

#### **Send your return/exchange/defective merchandise back to Comfort Line via insured mail**

Please ship your return or exchange merchandise, with the requested information completed on the [Return Merchandise Authorization Form](#), to the following address via insured mail:

**Comfort Line  
Attn: RMA  
4201 Cremson Drive  
Phoenix, MD 21131**

**IMPORTANT:** Please include your RMA code on your return shipping label. We cannot accept returns without an RMA code.



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**Processing Times for Returns:**

Depending on the method you use to send the item(s) to us, it can take up to 7 - 10 business days for us to receive your return. Upon receiving the item(s) we process all returns within 7 days. If you place your order with a credit card please allow up to two billing cycles for a refund to appear on your credit card statement.

If you need assistance prior to returning your item(s), please [click here to send us an email.](#)