

Vive Manufacturers Return Policy for the Vive Narrow Walker:



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Shipping Policy

You can trust that your order will be quickly processed and safely delivered.

We offer FREE Standard Shipping on all orders below \$49 and FREE 2-Day Shipping on all orders above \$49. Additional charges may apply based on quantities and weight.

We can ship products anywhere in the United States using the shipping method of your choice.

When you place an order we will estimate delivery dates based upon the availability of your item(s), shipping method selected, and your shipment's destination. Items in stock will typically ship out in 1-2 business days.

*We can only fulfill orders inside the continuous United States. Cannot ship to Hawaii, Alaska or Puerto Rico. Also cannot ship to P.O. Boxes. Sorry for the inconvenience.

Return / Exchange Policy

If you are dissatisfied with your order for any reason, you can return your items for a prompt refund or exchange. When returning or exchanging a package, you need to contact Vive Health at service@vivehealth.com so we can determine the best possible way to complete your return/exchange. Vive Health's returns/exchanges are FREE - we pay the shipping!

Refunds for items returned within 30 days of the purchase date will be credited in the full amount (excluding any additional shipping charges) and the same form as the original payment type. Any claims for damaged orders or missing items must be received within two (2) business days of receipt of package.

Returns must meet the following conditions:

- The items must be returned for refund or exchange within 30 days of original purchase.
- Items and packaging must be received in new condition.
- Packaging must include all original items, manuals etc.

Cancellations

If you would like to cancel your order, you can do so provided that the order has not yet been shipped. If the item you want to cancel has been shipped, the order cannot be canceled, but you can return the item for a refund as outlined above.

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