

Disclaimer:

I. Uso:

MyMat® devices do not provide any medical advice or service. Nothing provided by Healing House in connection with MyMat® devices shall be construed to provide professional medical advice, diagnosis, treatment, or cure. Before starting a health protocol or if you have any medical concerns, pre-existing injuries, or illness, please consult a licensed healthcare provider.

For more information, please consult the product manual.

Contraindications: It is not recommended to use the Detoxification program in pregnant women.

Intended use: MyMat® devices by Healing House generate Pulsed Electromagnetic Fields (PEMF) to support their user's well-being by recovering resonance with their bodies' original and healthy frequencies in a safe and non-invasive way.

Descargo de responsabilidad:

Los dispositivos MyMat® no proporcionan consulta o servicio médico. Nada de lo proporcionado por Healing House en relación con los dispositivos MyMat® se interpretará como un consejo, diagnóstico, tratamiento o cura médica profesional. Antes de comenzar un protocolo de salud o si tiene alguna inquietud médica, lesiones o enfermedades preexistentes, consulte a un proveedor de atención médica autorizado.

Para obtener más información, consulte el manual del producto.

Contraindicaciones: No se recomienda utilizar el programa de Desintoxicación en mujeres embarazadas.

I. Importaciones y pago de impuestos

Import duties, taxes, and brokerage fees are not included in the product price or shipping and handling costs. These charges will be collected upon delivery from the carriers for certain packages. These charges are the recipient's / buyer's responsibility as we only charge your order's transportation fee. You may check with your country's customs office to determine if and what these additional costs will be.

Los derechos de importación, los impuestos y las tarifas de corretaje no están incluidos en el precio del producto ni en los costos de manejo y envío. Estos cargos se cobrarán en el momento de la entrega de los transportistas para ciertos paquetes. Estos cargos son responsabilidad del destinatario / comprador, ya que solo cobramos la tarifa de transporte de su pedido. Puede consultar con la oficina de aduanas de su país para determinar si debe cancelar costos adicionales y los valores.

II. Política de devoluciones y reembolsos

### III. Return and Refund Policy

A continuación el texto que se tenía anteriormente en la página en la sección de Return and Refund Policy – Solamente está en inglés, si están de acuerdo con el texto lo traduzco a español, si tienen alguna observación por favor hacerla para no hacer el trabajo dos veces.

Return and Refund Policy:

Overview

Our refund and returns policy lasts 30 days. If 30 days have passed since your purchase, we can't offer you a full refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers, or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

Gift cards

Downloadable software products

Some health and personal care items

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted:

Book with obvious signs of use

CD, DVD, VHS tape, software, video game, cassette tape, or vinyl record that has been opened.

Any item not in its original condition is damaged or missing parts for reasons not due to our error.

Any item that is returned more than 30 days after delivery

## Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

## Late or missing refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at {email address}.

## Sale items

Only regular-priced items may be refunded. Sale items cannot be refunded.

## Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at {email address} and send your item to: {physical address}.

## Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.

#### Shipping Returns

To return your product, you should mail your product to: {physical address}.

You will be responsible for paying for your shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

#### Need help?

Contact us at {email} for questions related to refunds and returns.