**APOPS SHIPPING AND RETURNS POLICY**

APOPS fulfills and ships our orders via **First Impressions Promotions**. You will receive an email notification to confirm your order upon placement, as well as confirm when your order has shipped. Orders are processed for shipment within 3 business days (excluding weekends and holidays). Order processing time does not include shipping time. Approximate delivery time may be up to 2 weeks in the USA, based on location. Processing or delivery delays may occur during high volume periods related to holiday, weather, carrier issues, and other external factors beyond APOPS control, such as COVID or similar health reduction in workforce.

At the current time, APOPS is shipping to locations within the US alone with intent to ship to countries outside the US by late 2022. To receive notification of shipping to additional countries as international shipping is added, or to be notified of additional items being added to APOPS POP Patient Education Tool Kit, register for notification via the practitioner or patient links below.
[**APOPS Practitioner & Industry Notification List**](https://lp.constantcontactpages.com/su/xH0GOjC/APOPSnews)

[**APOPS Patient News List**](https://bit.ly/APOPSnews)

**Shipping to P.O. boxes**Neither FedEx or UPS ship to P.O. Boxes; APOPS utilizes USPS Priority Shipping for the majority of orders within the US to enable P.O. Box deliveries.

**Shipping Rate**APOPS Patient Education Products and Branded Merchandise line are processed with flat shipping and handling rates. Shipping charges for your order will be calculated and displayed at checkout.

**Check the Status of an Order**When your order has shipped, you will receive an email notification from APOPS which will include a tracking number you can use to check USPS delivery status. Please allow 48 hours for the tracking information to become available.

If you haven’t received your order within 14 days of receiving your shipping confirmation email, please contact APOPS fulfillment center, **First Impressions Promotions**, at firstimpressionspromo@yahoo.com or via phone at 1-408-667-8034 with your name and order number to inquire about status.**Return Policy**
Items may or may not need to be returned for full refund or exchange, depending on item and reason for return. Contact **First Impressions Promotions** for return authorization and clarification whether an item must be returned. All returns must be initiated within 30 days of receipt of product. Items that do not need to be returned to receive a refund are determined by the reason for the return and the item type, at the discretion of APOPS and First Impressions Promotions. APOPS will provide a prepaid return address label for free return shipping within the United States on items that require return shipment. A **Return Merchandise Authorization Form** must be filled out and included with return (download link below).A **Return Authorization Code** must be assigned to unwanted merchandise and inserted into the Return Merchandise Authorization Form to clarify product issue and clarify why the item is being returned to be refunded or exchanged. Please email or call First Impressions Promotion for authorization and prepaid return shipping label prior to returning any product.

firstimpressionspromo@yahoo.com or phone at 408-667-8034

Download **Return Merchandise Authorization Form**

Acceptable reasons for a refund or exchange are:
1. Arrived damaged or defective (no return necessary, emailed image of damage to item and containment box required).
2. Received wrong item.
3. No longer needed.
4. Did not meet customer expectations.
5. Does not fit.
6. Other (explain on Return Authorization Request form).

All refunds will be credited to the original payment method. If the customer no longer has access to that payment method, it will be necessary for the customer to contact the bank or agency of the original payment method to claim the funds after the refund is remitted.

**Gift Services:**At the current time, Association for Pelvic Organ Prolapse Support (APOPS) does not provide gift messaging.

At the current time, Association for Pelvic Organ Prolapse Support (APOPS) does not provide gift wrapping service.

**APOPS Privacy Policy can be reviewed** [**here.**](file:///C%3A%5CUsers%5Csjpal%5CDesktop%5CPoster%20Rackcard%20Sales%5CPRIVACY%20POLICY%202-2022.pdf)

**Return Shipping Address:

First Impressions Promotions
245 Brandy Hill Rd
Vernon, Ct. 06066**

**firstimpressionspromo@yahoo.com or phone at 408-667-8034**