



Returns Policy

Customers may return their device for a full refund provided all of the following conditions are met:

1. The return request is made **after the first 42 sessions** (phase one) of device use have been completed.
2. The request is made **within 60 days of the purchase date**. Any requests made after 60 days of purchase will be considered invalid. Requests are **valid only if they are communicated via email to the following address: support@goodnightrx.com**. Requests communicated via any other means (e.g., verbal, text, mail, etc.) will not be acknowledged.
3. After a request has been approved, the customer will be **required to fill out an official return request form with the device manufacturer**. The manufacturer will handle the return from that point onward, and the customer will be expected to comply with all manufacturer requirements to remain eligible for refund. The customer **must initiate a shipping return** through the device manufacturer before a refund can be issued.

If a return request fails to meet any of the above criteria, the request will be considered invalid and thus denied.



Further Considerations & Disclaimers

*Return and refund requests will only be considered for customers who purchase starter kits from the GoodNightRx website directly. GoodNightRx is not responsible for requests from customers who obtain devices from any of its affiliates.

*Device defects should be reported to the manufacturer. Customers who contact GoodNightRx regarding device defects will be directed to the manufacturer who will then determine whether or not an exchange or replacement parts are necessary. Defects do not warrant the processing of a return and/or refund on the part of the seller or manufacturer.

*All replacement mouthpiece sales are final. They are not eligible for return or refund (replacement mouthpiece defects are subject to the same exchange policy outlined above).

*GoodNightRx is not responsible for filing insurance claims on behalf of customers or for providing any documentation, communication, etc. that a patient may request when filing a claim. GoodNightRx does not guarantee reimbursement from insurers or from state/federally administered plans and will not refund customers based on failure to secure reimbursement.