LOOSE HANDS – Return & Refund Policy

Last Updated: October 25, 2026

At **LOOSE HANDS**, we take pride in supplying high-quality, reliable ergonomic solutions like **CordEze**—our specialized wristband cord management system engineered for dental professionals, veterinary professionals, ultrasonic specialists, and healthcare practitioners.

Because CordEze is a physical product designed for clinical environments and everyday daily practice use, **all sales of CordEze are final.**

1. Return Eligibility

- **No standard returns or exchanges:** We do not accept returns or exchanges for change of mind, incorrect ordering, size preference, or general dissatisfaction.

- **Faulty or Defective Products Only:** Returns and replacements are granted **strictly** for CordEze products that arrive damaged, contain manufacturing defects, or fail due to faulty workmanship upon receipt. Please note that all CordEze products are inspected prior to shipping.

2. Reporting a Faulty Product

If you receive a defective or damaged CordEze unit, please notify our customer support team within **15 days** of delivery.

How to File a Claim:

1. **Email:** Contact our support team at [contact@loosehands.com] with the subject line: **Faulty Product Claim with Your Order Number**.

2. **Proof of Purchase:** Include your original order number and purchaser details.

3. **Evidence:** Attach clear photos or a short video demonstrating the defect or fault in the product.

3. Inspection & Resolutions

Once we receive and review your claim:

- Physical Return of CordEze is Requirement: A physical return of the item is required for diagnostic purposes. Customers are responsible for paying all shipping costs associated with returning the product to LOOSE HANDS.

- If the defect is verified, we will offer you a free replacement unit.

Note: Damage resulting from misuse, improper cleaning/sterilization protocols outside product guidelines, unauthorized modification, or normal wear and tear does not qualify as a defect.

Contact Us

For questions regarding this policy or to submit a faulty product claim, please contact:

- **Brand:** LOOSE HANDS
- **Product:** CordEze
- **Email:** contact@loosehands.com
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- **Phone:** +1 825-521-4911
- **Website:** www.loosehands.com