

## Customer Service Information

Welcome to [GoENGO.com](http://GoENGO.com). Here you will find useful information about our shipping, warranty / returns, website security and international order policies. Feel free to contact us with any questions.

*We're available Monday through Friday, 8am to 4:30pm CST to help in any way we can.*

(Toll-free) 866-795-0057 | (E-mail) [bluepatch@goengo.com](mailto:bluepatch@goengo.com)

### Shipping Policy:

We offer customers a variety of shipping options to ensure your order is shipped promptly and with care. Most orders ship same day, excluding weekends and holidays.

A \$1 flat rate shipping charge will be added to all **First Class Mail** orders under \$100, to help cover rising postage and materials charges (*effective 01/01/08*). Orders over \$100 will be upgraded to **UPS Ground** shipping at no additional charge.

**UPS Priority Shipping** is available at customer's expense and will be calculated during checkout.

### Warranty / Returns Policy:

**ENGO® Blister Prevention Patches are guaranteed to provide blister-free protection & relief, when applied as recommended to footwear & equipment, not the skin**

If you purchase ENGO patches and are unhappy with the product for any reason, contact us for a full refund. We request that you return any unused patches to:

Tamarack Habilitation Tech. Inc.  
c/o Product Returns  
1670-94<sup>th</sup> Lane NE  
Blaine, MN 55449-4323

### Website Security Concerns:

*Is GoENGO.com a secure website?*

Yes, [GoENGO.com](http://GoENGO.com) is integrated with a Secure Socket Layer (SSL) certificate to provide encryption for every transaction. Your credit card information is collected and verified by our payment gateway, Authorize.net. Tamarack Habilitation Technologies does not receive or store your personal banking information. Please call us at (866) 795-0057 if you have any concerns about our website.

*Help, I'm receiving an error message?*

In the event that you experience technical difficulty while placing your order and receive an error message, please do not resend your order. Please contact us to ensure your order is processed properly.

### International and APO Orders:

At this time, we are unable to ship ENGO patches to customers outside the United States. We apologize for the inconvenience and hope to expand distribution in the near future.

United States Military Officers: please contact us at 866-795-0057 to request shipment to your military post office box. We will gladly process your order via phone and apologize for the inconvenience.