

30-Day Return Policy

This refund policy is affected only at the original point of purchase and is designed to protect your recent purchase from UroMatrix Medical Systems®/Pos-T-Vac Medical of The Erec-Tech™ vacuum therapy system.


If your Erec-Tech System does not physically produce an adequate erection for sexual intercourse please call (888) 503-2481. You will then need to speak with one of our trained Patient Support Specialists.

Return Authorization will only be permitted if you contact us within 30 days from date of sale, proof of purchase is required and the return must be to the point of purchase, or UroMatrix Medical Systems/Pos-T-Vac.

To receive a Return Goods Authorization number (RGA):

1. Make sure to complete the warranty registration card included in your system and mail back to UroMatrix/Pos-T-Vac.
2. Call and receive instruction from one of our Patient Support Specialists (888) 503-2481, so that we may assure that you have developed the technique of proper use.
3. Meet and work with a UroMatrix clinical Specialist at the prescribing physicians office, when geographically possible.
4. Obtain a Return Goods Authorization number (RGA) from UroMatrix/Pos-T-Vac Patient Support Services; and return all system components, booklets, and DVD.

ANY SYSTEM RETURNED TO UROMATRIX/POS-T-VAC, INC. WITHOUT AN RGA (RETURNED GOODS AUTHORIZATION NUMBER) WILL BE REFUSED AND RETURNED TO SENDER WITHOUT A REFUND BEING PROCESSED.



This 30-day return policy is only available for systems purchased from UroMatrix/Pos-T-Vac and is only available to the registered system's original owner. The return policy does not apply to any subsequent system purchase or components.

Upon authorization of return only the cost of the system will be refunded, not shipping and handling.

UroMatrix/Pos-T-Vac is able to provide the means for erection, but not patient motivation or a willing sex partner. Our company provides access to committed staff to insure that each and every patient has the opportunity of being successful with vacuum therapy treatment.

The Erec-Tech method does not necessarily elevate man's libido, overcome a bad relationship, or restore lost youth. Erec-Tech is designed to allow a couple to control their sexual intimacy by providing a predictable and immediate method to create an erection for intercourse. There are also profound benefits of the Erec-Tech as a rehabilitation tool and to prevent non-use atrophy.

There is no warranty on moisture in the pump head. Some men dribble a small amount of urine when using a vacuum therapy system. If you have this problem, protect your pump by placing some cotton balls in the penile tube just below the pump. Be sure to change the cotton balls after each use.

We are always happy to discuss any problems that you may have with the use of the system.

To order supplies or replacement parts, please visit UroMatrix.com, PosTVac.com, or call our toll free number (888) 503-2481, Monday–Friday, 9am to 6pm EST.