



## Frequently Asked Questions about the HarmonySystem™

**Persons with which “limiting physical conditions” benefit the most from using the HarmonySystem?** The HarmonySystem benefits couples with many conditions that may negatively impact their lovemaking. Examples of such limiting physical conditions include, but are not limited to, low back pain, neck pain, hip or knee pain, joint pain due to arthritis or trauma, obesity, heartburn (GERD), advanced pregnancy, breathing difficulties, carpal tunnel syndrome, erectile dysfunction, artificial hips or knees, and joint replacements. Indeed, millions of people—with a variety of physical and medical conditions that cause sexual activity on a bed to be frustrating, uncomfortable, or even painful—may realize great benefits from using the HarmonySystem.

### Who buys the HarmonySystem?

Customers of the HarmonySystem include mechanics, musicians, artists, film-makers, doctors, dentists, scientists, health professionals, farmers, housewives, professional athletes, retirees, and other people from all walks of life who have limiting physical conditions for lovemaking. While most of Compass Institute's customers are between 40 and 70, there are many customers who are in their 20's and 70's.

### Is the HarmonySystem sufficiently stable to support people during lovemaking?

The HarmonySystem has been designed to accommodate most couples during lovemaking. Leading design and human engineering experts participated in the development of the HarmonySystem and have agreed that it is safe. The HarmonySystem has only two legs so that nothing is in the way of the “top” person's feet and legs when he/she straddles the seat, whether standing or sitting. These large 18-inch wide “feet” give the HarmonySystem great stability. And, depending on how the couple is positioned, their legs add two or four additional points of contact with the floor, guaranteeing the required side-to-side stability.

### Is the HarmonySystem strong enough to support heavier couples?

The part of the HarmonySystem most vulnerable to weight is the “seat rail”, and it will support up to 500 pounds. Since most often the male partner will support part of his weight by having his legs on the floor, or be sitting over one of the pneumatic spring legs, the HarmonySystem will support even heavier couples. For large couples Compass Institute recommends the Extended Seat option.

### How/where can I try out the HarmonySystem?

The HarmonySystem is not sold through retail stores. However, Compass Institute offers a 45-day “money-back guarantee.” The HarmonySystem can be used in the privacy of the home and returned if not fully satisfied for a full refund (less shipping costs).

### What does Compass Institute do with its customers' name, address and phone number? Why does Compass Institute require the address of where its customers receive their credit card bill?

Compass Institute does not, and never will, share, trade or sell the names and addresses of its customers. Compass Institute also uses a state-of-the-art secure website for its shopping cart, so no information can be stolen. The Company's banks require Compass Institute to obtain and verify its customers' address against their credit card records to prevent fraudulent transactions. This is a standard practice with all on-line, catalog and phone orders in the U.S.

### Can the HarmonySystem be shipped to a post office box? And will the package be shipped discreetly?

The HarmonySystem is shipped in the U.S. via UPS or FedEx Ground in a plain cardboard box. The return label identifies the manufacturer as the Compass Institute. The box is 43 inches by 24 inches by 13 inches and weighs approximately 60 pounds. Due to the size of the box, commercial shippers are not able to deliver to post office boxes, unless specific arrangements are made with a commercial mailbox company to accept such packages. The content of the box itself is not marked on the box.

### Does Compass Institute sell and ship to customers in other countries?

Compass Institute serves customers all over the world. International customers receiving products shipped directly from the U.S. are responsible for paying their country's applicable taxes and duties. For information about ordering, cost of shipping to non-U.S. locations, special handling and all other questions, customers are urged to contact Compass Institute's Customer Care Center at 866-588-7328, or via e-mail at [info@harmonysystem.com](mailto:info@harmonysystem.com).

### Can a catalog and/or more information be sent to inquirers via electronic mail or to a regular post office?

Yes, by simply e-mailing Compass Institute at [info@harmonysystem.com](mailto:info@harmonysystem.com) or calling the Company's Customer Care Center at 866-588-7328. If someone wishes the Company to mail the catalog or any other information, Compass Institute reminds the inquirer to be sure to clearly print his or her name and mailing address. Persons seeking information to share with others can also print any section of the HarmonySystem web site, including the catalog.

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### **Does Compass Institute offer a payment plan?**

Yes, Compass Institute is glad to spread payment out over a few months. A small administrative fee is applied in such cases. For additional information on installment plans, go to "Shipping" and "How to Order" on the web site or contact the Company's Customer Care Center at 866-588-7328.

### **How is the HarmonySystem cleaned?**

Both the metal and the vinyl parts of the HarmonySystem can be cleaned with a disinfectant of any kind, such as Lysol® spray or other commercially available solutions, and a paper towel or cloth. Just spray and wipe. If cotton seat/seatback covers have been purchased, simply launder them in the washing machine. We recommend putting the covers in a pillowcase or lingerie bag to avoid tangling the ties.

### **Do the gas springs in the legs and seatback of the HarmonySystem wear out?**

All parts used in the assembly of the HarmonySystem are of the highest commercial grade available, and other than regular cleaning, similar to any other furniture, the HarmonySystem, or any of its moving parts, does not require any maintenance. The Company does offer a five-year limited warranty in the rare cases in which there may be a problem.

### **How long does it take to assemble and disassemble the HarmonySystem and store it away?**

The first time out of the box, assembly may take 15 or 20 minutes. Thereafter, assembly may take a minute or less. The process of taking the HarmonySystem apart takes 20-30 seconds. It stores under most beds.

### **Does insurance pay for the HarmonySystem? Can a customer claim an income tax deduction?**

HarmonySystem products are not covered by medical insurance plans. However, the purchase price of a HarmonySystem may be deductible as an "adaptive aid for daily living." A written statement from a physician, chiropractor, physical therapist or other qualified health provider explaining the medical need that makes this purchase necessary for the patient with his/her condition(s) will be needed. Compass Institute recommends that customers check with their tax advisor.

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