

## **Terms of Use/Refund Policy**

### **NuLife Ventures, LLC Online Web Ordering Terms**

#### **Shipping**

Shipping charges are determined by the weight and size of your order. Please note that we do not ship on Saturday, Sunday, or select US National Holidays.

Outside the US: The Recipient will be responsible for all government duties, taxes and levies in respect to the shipping of this order of imported goods released or to be released.

#### **Payment Terms**

Prepaid with VISA®, MasterCard®, American Express®, and Discover® Card. Professional accounts may be established with an approved credit application. Call customer service for an application at 800-398-9842.

#### **Returns and Exchanges**

Customer return policy: 30-day unconditional money back guarantee

If you are not satisfied with a product, simply send an email to [rma@nulifeventures.com](mailto:rma@nulifeventures.com) and a customer service agent will send you back the proper RMA form to complete in order to process your return for refund or credit of the purchase price. Items returned within 30 days will be credited to your account. All returns must be accompanied by a Return Merchandise Authorization (RMA) number. Returns without a valid RMA number will not be credited. If you have received merchandise in error, NuLife Ventures will pay the return shipping expense. Please ship all other returns postage paid.

Damaged or incomplete shipments must be reported within 3 days or 72 hours from receipt of shipment. Shipping damage should be noted to the carrier at the time of delivery. In the event of damaged delivery:

- Indicate damage on the delivery bill and have it signed by the driver.
- Contact our customer service department at: [orders@nulifeventures.com](mailto:orders@nulifeventures.com)