



**Novotech Nutraceuticals, Inc.**  
"Omega-3 for healthier living®"  
*Specialize in Chelated Mineral and Omega-3 Nutrition*

## **RETURN POLICY**

- Customers shall inspect all products promptly upon receipt.
- If there are any issues with the product such as: damaged packaging, missing items, incorrect items, or materials that fail to meet applicable specifications, customers must email us requesting a refund within 30 days upon receiving the product(s).
- If your return is approved, a customer representative will provide all the instructions to send the product back to our warehouse.
- No products can be returned for credit, even if properly rejected, without prior authorization (RGA#) from our customer service department (i.e., lab report required).
- Under no circumstances will refunds be issued for products kept for more than 45 days.
- Returned materials will only be accepted in their original unopened packaging. Exceptions apply for defective products, such as those with damaged packaging.
- The customer is responsible for all freight charges back to Novotech Nutraceuticals warehouse, unless a mistake was made on our side or otherwise mutually agreed upon.
- A 15% restocking fee applies to all returns.