



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.
- Any reported issues, claims including lab test or return must be submitted within 30 days of receipt of the products.
- If there any issues with the product - including missing items, incorrect items, or materials that fail to meet applicable specifications - customers may email us at sales@novotechnutra.com to request a refund within 30 days, upon receiving the product(s).
- After emailing, please wait for approval before returning a product. Even if the return is warranted, no products can be returned for credit without prior authorization (RGA #) from our customer service department.
- If your return is approved, a customer representative will provide instructions for sending the product back to our warehouse.
- Returned materials must be in their original, unopened packaging. Exceptions apply for defective products.
- Returned materials will only be accepted in their original, unopened packaging. Exceptions apply for incorrect or defective items.
- The customer is responsible for all freight charges back to Novotech Nutraceuticals' warehouse and a 15% restocking fee applies to all returns, unless Novotech Nutraceuticals is at fault or a mutually agreed upon alternative is reached.
- Under no circumstances will refunds be issued for products kept for more than 45 days.