

# **SHIPPING AND RETURNS POLICY**

## SHIPMENT AND CANCELLATION POLICY

### Order Processing and Shipment

All in-stock items are shipped within 24 to 48 hours from date of purchase. Orders placed on Friday will be processed and shipped the following Monday.

Standard Delivery: Our standard delivery service for the U.S., Canada, and Australia is FedEx. Standard delivery times are as follows:

- Continental US addresses: 3-4 business days from the date of shipment.
- Alaska and Hawaii addresses: 7-10 business days from the date of shipment.
- C a n a d a : 4-5 business days from the date of shipment.
- Australia: 10-12 business days from the date of shipment.

Other International Deliveries: The delivery time for international shipments is typically 4-5 days, but can take up to 7-10 days depending upon location. We have a network of international warehouses to help expedite your delivery and utilize local postal systems and couriers for door-to-door service.

### Returns

Product may be returned for any reason within 30 days of original purchase. In order to request a refund, contact NuCerity Customer Service at (713) 961-9080, (800) 961-2291, or [emailsupport@nucerity.com](mailto:emailsupport@nucerity.com) to obtain a Return Merchandise Authorization (RMA) number. The RMA number must be clearly visible on the exterior of any returned package. Reimbursement will be issued within a period of 30 days of receipt and will be issued in the same manner as the original payment method. Please refer to the CONTACT page on our website for more country specific Customer Service numbers and emails.

If the product was purchased directly from a NuCerity Distributor, the refund must be processed by that Distributor. The product must be returned along with the original invoice to the Distributor who will refund the product purchase price. The Distributor will then return the product to NuCerity International for a replacement product. If the product was purchased directly from NuCerity International using a Distributor Replicated Website or a Distributor ID number, the refund will be processed by NuCerity International.

### Cancellation

Monthly Auto-Delivery or Autoship Orders may be cancelled at any time by submitting a written notice at least five (5) business days prior to the next

scheduled processing date. Submit written notice via email  
tosupport@nucurity.com, fax to (713) 456- 3027.