

General Return Policy

For US & Canada:

You may return an item within 5 days of the date of delivery for a refund of the product price only (shipping fees are non-refundable). The cost of return shipping is the responsibility of the customer. **Any package returned as REFUSED will be charged a restocking fee of 20% and that amount will be deducted from the customer's refund.** Additionally, packages returned as "undeliverable" may be reshipped at the customer's expense. NPI will pay the cost of return shipping plus refund the original cost of shipping if the return was a result of our error. All items should be returned in their original product packaging.

After we receive and process your return we will refund your product or products.

Please allow for:

- Up to 7 business days for us to receive your returned item from the person shipping it.
- Up to 14 business days for us to process the return
- The time it can take your bank to process the refunded money

PLEASE NOTE: We'll notify you via e-mail of your refund once we've received and processed the returned item.

Please send returns to:

National Posture Institute
PO Box 2283
Elkhart, IN 46515

Include the Returns Form. (Scroll to the bottom of this document for Returns Form).

International Return Policy Restrictions

Please note: When shipping internationally, we declare (minus shipping) the amount you paid for the product. With regards to Import Taxes, you will be responsible for any import taxes, customs duty or any fees related to quarantine. These fees are separate and will be billed to you by your local customs office. Please be sure before buying one of our products that you check with your current customs office to ensure your product will successfully be delivered to you as each country has different laws and regulations regarding international transactions.

If your order was returned to us as due to a wrong address, because of a ban or restriction on a product or no one was available to accept the delivery, we will refund your credit card as follows: the amount of your order minus initial shipping charges as well as other charges we may incur due to the refusal, including but not limited to warehousing fees, quarantine fees, and returned shipping fees. **If a reship is requested, customer is responsible for the original cost of the shipment, including shipping charges.**

REQUIRED RETURN FORM

Please fill out the following page and return a copy with your returned item. Failure to do this may cause you to not receive a refund.

Name: _____

Address: _____

Email: _____

Phone: _____

Product Name: _____

Number of items returned: _____

Reason for Return: _____

Date Item was Purchased: _____

Customer Signature: _____

Printed Name: _____

Date: _____