



### **Return Policy:**

Thank you for shopping at NeuPTtech. We strive to provide our customers with high-quality products and excellent service. If you are not completely satisfied with your purchase, we are here to help.

### **Eligibility:**

Purchases made from NeuPTtech are eligible\* for return within 30 days of receipt. To be eligible for a return, the item must be unused and in the same condition as when you received it. It should be returned in its original packaging. *\*Eligible Items: NeuPT HRV, Optimal HRV*

### **Return Process:**

To initiate a return, please follow these steps:

1. Contact our customer support team within 30 days of receiving your purchase, either by phone at 813.352.5413 or by email at [help@neupttech.com](mailto:help@neupttech.com). Provide your order number and a detailed description of the reason for the return.
2. Package the item securely in its original packaging, ensuring it is protected during shipping.
3. Ship the item back to NeuPTtech using a trackable and insured shipping method of your choice. Please note that the cost of return shipping is the customer's responsibility.
4. Send tracking number to [help@neupttech.com](mailto:help@neupttech.com) and include order number

Once we receive the returned item and verify its condition, we will process your refund. Please allow 5-10 business days for the refund to be credited back to your original payment method.

### **Damaged Items:**

NeuPTtech takes great care in packaging and shipping our products. However, we are not responsible for any damage that may occur during the return shipping process. It is the customer's responsibility to ensure the item is adequately protected and packaged for safe transportation.

## **Exchanges:**

At this time, NeuPTtech does not offer direct exchanges.

## **Non-Returnable Items:**

Certain items are non-returnable. These include:

- Items that have been used, damaged, or altered after receipt.
- Items without original packaging or missing accessories.
- Items purchased from third-party sellers or unauthorized retailers.

If you have any questions or need further assistance regarding our return policy, please don't hesitate to contact our customer support team. We are here to assist you.

**Note: This return policy is subject to change without prior notice. Please refer to our website or contact our customer support for the most up-to-date return policy information.**

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### **NeuPT Technologies Headquarters**

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