

# NUYUGEN INC. Return Policy

Customer Return Policy for the NUYUGEN INC. 30-day Money Back Guarantee:

(i) If purchased directly from NUYUGEN INC: After trying the product for 30 days, if a Customer is unsatisfied with the results they received from the product, the Customer may return the product for a full refund of the purchase price within 30 days of the date of purchase. To obtain a refund, the Customer must email [customerservice@nuyugen.com](mailto:customerservice@nuyugen.com) for authorization and additional instructions on the refund procedure. Because this return policy was created, in part, to allow Customers to try NUYUGEN products, NUYUGEN will only honor one refund request per product from any Customer, except where a product is received in a damaged or defective condition. One-way shipping or courier costs to NUYUGEN for the return of Product will be borne by the Customer unless otherwise prohibited by law.

**Incorrect Address:** Should a Customer have a product(s) shipped to an incorrect address they will be responsible for a restocking fee of 20% of the total order. NUYUGEN INC. will reship the order to the Customer on the First Occasion only free of charge. Should there be a second occurrence the Customer shall be responsible for the restocking fee and the full cost of replacing the order.

Customers are responsible for ensuring correct delivery address are always in their profile. Should you change your address and make an error the responsibility is yours to report it to [customerservice@nuyugen.com](mailto:customerservice@nuyugen.com) before orders are processed. If this is not possible then NUYUGEN INC. shall not be responsible for the return of the product to the warehouse and reshipping charges will be charged to the Customer accordingly.

Should a Customer have product not delivered to them because of an incorrect address the Customer shall have thirty calendar days to notify [info@xybersales.com](mailto:info@xybersales.com) to remedy the situation. After 30 calendar days the Customer shall have no recourse or claims against Xybersales Inc.

*In all cases NUYUGEN INC. shall charge the Customer their Credit Card for the restocking fee.*