



THANK YOU FOR YOUR ORDER!

We want you to be completely satisfied with your purchase. If you need to return item(s) **please submit a RETURN REQUEST through your account on the NSP Online Store.** Once your return authorization has been approved, fill out the bottom of this form and follow the instructions below.

Please remember... You have **60 DAYS** from the date of purchase to return merchandise for a refund or exchange. Orders of **SALE!** items are **FINAL and CANNOT be returned or exchanged.**

INSTRUCTIONS FOR RETURNING OR EXCHANGING MERCHANDISE:

- Returned items must be in **new and unused condition with all original packaging and tags** still intact. If we determine that we cannot resell the item as new, your refund may be subject to a restocking fee of **up to 15%**. Should the returned items have been noticeably used, are covered in pet hair, or their condition is outside of the scope of the NSP's return policy, the items will be returned to you.
 - Note: If you do not submit a **return request AND receive a return authorization (RA)** prior to sending your return(s) to the NSP warehouse, **YOU** will be responsible for the cost of shipping your items back to you in the event the items are deemed to be in non-returnable condition. The NSP will **NOT** cover the cost of shipping items back to you if you did not receive an RA.*
- Ship your return/exchange to the NSP warehouse along with this completed form. If you are exchanging an item, please indicate which item you would like to exchange for on the bottom of this form. Should a price discrepancy exist, the NSP will contact you to discuss how you would like to submit or collect the difference.
 - Please include "Attention: NSP Warehouse - RETURNS" on the address label.*
 - If you receive your products and they are damaged or contain manufacture defects, the NSP will issue a return label to cover the cost of return shipping.*
 - The NSP will **NOT** issue a return label to cover the cost of shipping your return to the NSP warehouse unless the items were sent damaged or defective.*
 - The NSP will cover the cost of shipping exchanged items to you once the original item has been received and inspected.*
 - **Note: We recommend shipping your returns back to NSP via UPS or FedEx as they are more secure and have more accurate tracking of your package than US Mail. NSP is not responsible for any packages lost or damaged during return shipping.***
- Send your return/exchange with this completed form to: **Attn: NSP Warehouse - RETURNS**
11900 W Cedar Dr.
Lakewood, CO 80228

FREQUENTLY ASKED QUESTIONS:

- How long will my return/exchange take?** Please allow 3-5 weeks. Most exchanges are accomplished in less than 3 weeks. Transit time each way can be 3-5 business days. We process returns weekly and return credits can often take up to another week to post to your account.
- How will I be refunded?** We will refund the purchase price (and any associated tax) of the returned item to the credit card that was used to pay for the order. If payment was made by check, you will receive a check in the mail.
- Who pays for return shipping?** You are responsible for the costs incurred in returning items to NSP. If you are requesting an exchange, NSP will ship your exchange back to you at no additional charge.

PLEASE COMPLETE THE REST OF THIS FORM FOR ALL RETURNS/EXCHANGES:

Date:	Date
National ID Number:	National ID
Name on Order:	Name on Order
Order Number:	Order Number
Shipping Address:	Shipping Address
City, State, Zip:	City, State, Zip

RETURN ITEMS BELOW:

Catalog #	Qty	Reason For Return	Defective	Price	Total

EXCHANGE FOR:

Catalog #	Qty	Item Description	Price	Total