

Return & Refund Policy

Thank you for shopping at nusep.us.

If you are not entirely satisfied with your purchase, we're here to help.

Product is Damaged

This applies to you if, as a result of NuSep, your product arrives damaged.

Returns

You have 5 business days to notify us and receive a refund for the damaged item from the date you received it. You have 6 months to notify us and receive a replacement item or store credit for the damaged item from the date you received it.

To be eligible for a return, you need to provide proof of purchase and proof of damage (please contact NuSep regarding what is acceptable as proof).

Refund

Once we have received your proof of purchase and proof of damage, we will inspect it. We will then notify you whether you qualify for a refund. If you qualify we will initiate a refund to your original method of purchase. If you choose to receive a replacement item, we will ship it out immediately if you qualify for a refund. If you choose to receive store credit, we will email you a code that is equivalent to store credit.

Shipping

If you choose to receive a replacement item, we will be responsible for shipping and handling. For priority or express shipping, you will be expected to pay the difference. Please notify us if you would like priority or express shipping and you will be charged accordingly.

You Received an Incorrect Order

This applies to you if, as a result of NuSep, you receive the wrong product.

Returns

You have 5 business days to notify us and receive a refund for the damaged item from the date you received it. You have 6 months to notify us and receive a replacement item or store credit for the damaged item from the date you received it.

To be eligible for a return, you need to provide proof of purchase and proof that the product you received is different from the product you ordered. Upon receiving proof, NuSep will ask you to ship back the incorrect product, product should be undamaged and in its original form of packaging.

Refund

Once we have received your incorrect product we will inspect it. We will then notify you whether you qualify for a refund. If you qualify we will initiate a refund to your original method of purchase. If you choose to receive a replacement item, we will ship it out immediately if you qualify for a refund. If you choose to receive store credit, we will email you a code that is equivalent to store credit.

Shipping

We will be responsible for shipping and handling. For priority or express shipping, you will be expected to pay the difference. Please notify us if you would like priority or express shipping and you will be charged accordingly.

You Want to Return a Product

This applies to you if, you ordered the wrong product (e.g. you ordered a NB precast gel when you need a NN precast gel), or if you are just unsatisfied and want to return your product.

Returns

You have 5 business days to return and receive a refund for the product from the date you received it. You have 30 days to return and receive a replacement item or store credit. To be eligible for a return, you need to provide proof of purchase, the item undamaged and in its original form of packaging.

Refund

Once we have received your incorrect product we will inspect it. We will then notify you whether you qualify for a refund/store credit/exchange. If you qualify we will initiate a refund to your original method of purchase. If you choose to exchange the item, we will ship it out immediately. If you choose to receive store credit, we will email you a code that is equivalent to store credit.

Shipping

You are responsible for all shipping and handling costs and any additional expenses that arise from this transaction. If you choose to receive a refund, the shipping and handling cost will be deducted from that refund.

Contact Us

If you have any questions on how to return your item to us, contact us.

Technical Support: support@nusep.com

Membership and Sales: ecom@nusep.com

Telephone Number: (877) 592-1060