



# RETURN AND REFUND POLICY

## CLIENT INFORMATION

  
Name  
Last name

## CONTACT INFORMATION

  
Phone number  
Email

## ORDER NUMBER

PRODUCT INFORMATION			REASON FOR THE RETURN				
STYLE NUMBER	SIZE	QTY	DEFECTIVE (40)	WRONG PRODUCT RECEIVED (42)	DOESN'T SUIT ME (37)	TOO SMALL (36)	TOO BIG

### ALL RETURNED PURCHASES MUST MEET THE CONDITIONS BELOW:

All products must be returned in their original packaging and condition – unused, unworn and unwashed. They must not have any scratches, scuffs, stains, tears or other forms of alteration.

Please note that we only process returns of purchases made through [www.newexprotection.com](http://www.newexprotection.com). We can't accept returns for products purchased from third-party retailers.

If your returned products are mailed outside of the return period and the conditions above are not met, Newex reserves the right to refuse to process the return, in which case your products or your return request could be refused without refund.

### HOW TO RETURN AN ONLINE PURCHASE THROUGH THE MAIL?

Please note that the original shipping and handling fees will not be refunded unless the products are returned because they are defective, or that Newex is at fault.

#### STEPS TO RETURN A PURCHASE:

1. Complete the return form.
2. Print the form.
3. Include the completed form in the returned purchase's package with the returned products.
4. Important: postage and shipping service are at the expense of the clients, who can use the courier company of their choice to ship the package to the following address:

**Newex Protection**  
 Attn Online returns  
 3055, Viau street  
 Montreal (Quebec)  
 H1V 3J5

5. Keep the tracking number of your courier company for tracking purposes.
6. Allow 5 to 10 business days for the return to be processed after it is received.
7. Allow up to 10 days for the credit to be applied to your account.