



## **NLC Returns Policy:**

The NLC is committed to excellence in customer service and as such provides a generous returns policy.

### ***Definitions:***

Proof of purchase – original sales receipt or detailed credit card statement.

Delisted product – an item no longer carried by the NLC corporate stores.

Saleable condition – All caps, seals and labels are intact. Package and bottles bear no marks other than those on original manufacturer's packaging. Product is within date, unless sales receipt shows the item was purchased within 30 days. The product must be currently sold in NLC stores; de-listed products will not be eligible for return.

Full refund – the amount, including taxes as indicated on the sales receipt. Funds will be returned via the tender type originally paid to the NLC (credit card purchases will be credited to the credit card).

## ***Over the Counter Customer***

The NLC will accept product returns, at the discretion of the NLC Store manager for a full refund where:

- The product is unopened
- The product is in saleable condition
- The product was purchased within 90 days
- The product is accompanied by proof of purchase

In the case of defective merchandise, the NLC will permit product returns or exchange, at the discretion of the NLC Store manager for a full refund where:

- The product is no more than ½ (half) empty
- The product must have been listed by the NLC within the last 12 months
- Purchaser name and mailing address is provided to allow for contact following Quality testing
- No proof of purchase is necessary. Where no receipt is available, the item will be refunded at the most current NLC price

Where no receipt is provided for a product return, NLC will provide an exchange or gift card equivalent, at the discretion of the NLC Store manager for full value of the product where:

- The product is unopened
- The product is in saleable condition
- The product must have been listed by the NLC within the last 12 months
- Valid customer identification is provided