



**RETURNS WITH N.E.E.D.S. ARE EASY!**  
JUST COMPLETE THE FORM BELOW AND  
INCLUDE IT WITH YOUR RETURN.



## EXCHANGE & RETURN POLICY

For all returns, you must call our customer service department to receive a **RETURN AUTHORIZATION NUMBER**.

■ <b>EXCHANGES/REFUNDS</b>	■ <b>ENVIRONMENTAL EQUIPMENT RETURNS</b>	■ <b>DAMAGED GOODS</b>
<ul style="list-style-type: none"> <li>Your satisfaction is important to us. If there is a problem with your order or any of the products you receive from us, please let us know as soon as possible.</li> <li>Should you change your mind about keeping unopened and resellable product, you may return it within 30 days for a refund, credit, or exchange less a 10% restocking fee.</li> </ul> <p><b>REFRIGERATED PRODUCTS, COSMETICS, BOOKS, MASKS, PILLOWS, AND SPECIAL ORDER ITEMS ARE NOT RETURNABLE.</b></p>	<ul style="list-style-type: none"> <li>For Air and Water Purification returns, please be sure that all materials are included with your environmental equipment such as the instruction booklet and any parts that may have come with the unit. All units must be put in a <b>SEPARATE BOX</b> so that there is <b>NO SHIPPING LABEL</b> or <b>WRITING</b> on the <b>ORIGINAL PACKAGING</b>.</li> <li>Used machines, such as Water or Air Filters cannot be resold. If a machine, has been used for more than 30 days from receipt, then all customers must contact the manufacturer directly for warranty information.</li> </ul>	<ul style="list-style-type: none"> <li>If your package is damaged in transit, please bring this to the attention of the driver and save all the packaging material and contact N.E.E.D.S. immediately.</li> </ul> <div data-bbox="1182 562 1377 760" data-label="Image"></div> <p>For further information, contact a Customer Service Representative <b>TOLL-FREE (800) 634-1380</b></p>

Please provide your name, address and your customer number:

NAME: \_\_\_\_\_ CUSTOMER NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

**STEP 1** Call our customer service department to receive a **RETURN AUTHORIZATION NUMBER**.

**YOUR RETURN AUTHORIZATION NUMBER:** \_\_\_\_\_

**STEP 2** Please provide a copy of your invoice and circle the item you are returning or complete Step 2 below:

Product Code # \_\_\_\_\_ Quantity \_\_\_\_\_ Description: \_\_\_\_\_

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**STEP 3** Select the primary reason for your return. (check one box only, please)

Changed my mind     Doctor changed regimen     Wrong item ordered     Arrived late

Defective/damaged (please explain) \_\_\_\_\_

Wrong item sent (please explain) \_\_\_\_\_

Allergic reaction (please explain) \_\_\_\_\_

Other reason not listed: \_\_\_\_\_

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## EXCHANGE & RETURN POLICY | PART II



### STEP 4 Please indicate what you would like us to do (check one box only, please)

Replace item with a different item: Product Code # \_\_\_\_\_ Quantity \_\_\_\_\_

Description: \_\_\_\_\_

Replace damaged/defective item with the same product (if replacement has not yet been sent).

Please issue a merchandise credit to my account.

Credit original purchaser's credit card for the product amount.

(\*REMINDER: credit will not be given unless merchandise is returned within 30 days and in resellable condition.)

**NOTE:** Credits are processed within one week from return.

### STEP 5 Return to N.E.E.D.S.

Repack the product in the original packing materials we used to ship it to you and enclose this return form.

▶ **\*N.E.E.D.S. Error:** Send back U.S. Mail and we will reimburse you for the shipping/handling OR we will issue a UPS call-tag (UPS picks up within 2-3 business days).

▶ **\*If you changed your mind etc., ship the product back using your preferred carrier.**  
(We suggest all returns are insured for your protection).

**NOTE: Shipping costs will not be refunded. Damaged merchandise will not be credited.**

▶ **\*Environmental Equipment Returns:** For Air and Water Purification returns, please be sure that all materials are included with your machine such as the instruction booklet and any parts that may have come with the unit. All units must be put in a separate box so that there is no shipping label or writing on the original packaging.

### FOR INTERNAL USE ONLY

Quantity Returned \_\_\_\_\_ Condition Returned: \_\_\_\_\_

Unopened \_\_\_\_\_ Yes \_\_\_\_\_ No

Resellable \_\_\_\_\_ Yes \_\_\_\_\_ No Lot # \_\_\_\_\_

Credit Issued \_\_\_\_\_ Yes \_\_\_\_\_ No Product Type: **A** **B** **C** (circle one) Amt. Credited \$ \_\_\_\_\_

Cost of Goods Returned \$ \_\_\_\_\_ Restocking Fee \_\_\_\_\_

Vendor credit \_\_\_\_\_ Yes \_\_\_\_\_ No If yes, date received \_\_\_\_\_

Pricing Clerk Initials \_\_\_\_\_



For further information, contact a Customer Service Representative

**TOLL-FREE 800 634 1380**

