



NICS.eu

Natural Immune Control System Inc.



United States of America
USA

RETURN POLICY

1. COMPLAINTS

Any complaints regarding purchased goods, including the process of the execution of an order, must be filed in writing form to the following address:

Natural Immune Control System Inc.
14 Wall Street, 20th Floor
New York, NY 10005

or in online form to the email address: customerservice@nics-usa.com

When making a complaint application, please keep in mind that it should contain the following information at least:

- Customer identification (first and last name, address, email address, phone number, and ID – in the case of the registered customer, namely Consultant)
- Order number
- The subject of the complaint (product name)
- The reason for the complaint (depending on the case, it could be possible that it will be necessary to also show us some photos of the product. We will ask you to do it when needed).

We will response to your complaint in the same form, in which it was presented to us, ie. in writing or electronically form.

We promise to deal with it immediately, not later than 14 calendar days from the date of the receipt of your complete complaint.

We will inform and instruct you promptly as well, in the case of any shortcomings in your complaint application.

2. ORDER RETURNS

We are proud of the quality of our products and want to make sure you are completely satisfied. If you are not completely satisfied, you may return any opened or unopened products for a full refund within 30 days of the purchase date. If return unopened and accompanied by a receipt the customer will receive the return in the original form of payment. If opened and accompanied by a receipt, the customer will receive an online-store merchandise credit. If return opened or unopened without a receipt, the customer will receive an online-store merchandise credit for the lowest selling price during the prior 30 days. If you ordered more than 1 of a specific item, only 1 of those items may be returned opened. All other items must be sealed. Once your return is received, you will receive your refund in the original form of payment. If 30 days has passed since your purchase has shipped, we apologize, but we cannot accept the item(s) for a return. In the event you return the items to Natural Immune Control System Inc. outside the 30 days return policy, upon request the item(s) can be returned back to the purchaser. It will be the responsibility of the purchaser to provide a return label and the associated shipping costs will be your responsibility otherwise the product(s) will be destroyed. We recommend using insured/trackable mail for these types of returns, as we are not responsible for item(s) that do not make it back to us.



NICS.eu

Natural Immune Control System Inc.



United States of America
USA

RETURN POLICY

How to Make a Return?

For purchases shipped to your home, send your purchase to our Center Office. For returns via mail, you must carefully package the product, you are responsible for the cost of return shipping. You may ship your return to our Center Office.

Natural Immune Control System Inc.
14 Wall Street, 20th Floor
New York, NY 10005

If you have any question, please contact us at the following number +1.929.494.4164

What should I do if my items arrive damaged or defective?

We make every effort to package your order so that it will arrive in great condition. Unfortunately, sometimes items may be damaged during shipment. We understand your frustration and we will do everything we can to replace the product as quickly as possible. If you have received a damaged item, please e-mail us at customerservice@nics-usa.com. Give us your name, order number and the item number that was damaged and we will arrange for the damaged item to be replaced immediately.

Still have questions?

Our knowledgeable Customer Service are ready to help, every day from 9:00 am - 5:00 pm EST. Please visit our „Contact US“ page where you can connect via phone or email.