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Pricing

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Any dispute relating in any way to your visit to NELowVision.com or to products or services sold or distributed by New England Low Vision and Blindness or through NELowVision.com in which the aggregate total claim for relief sought on behalf of one or more parties exceeds \$7,500 shall be adjudicated in any state or federal court in Worcester County, Worcester Massachusetts, and you consent to exclusive jurisdiction and venue in such courts.

Return Policy

Our return policy is designed to provide you with sufficient time to ensure you made the right decision. If you are not completely satisfied with your purchase, simply return the item(s) within 30 days from date of purchase for a refund.

Which Products Qualify To Be Returned

- Only items purchased directly from New England Low Vision and Blindness are eligible for return.
- Special orders, pre-owned equipment, and abused items may **not** be returned.
- Items purchased within 30 days are eligible for a refund.

How To Return a Product

To return a product to New England Low Vision and Blindness, follow these four (4) simple steps:

1. **Return Authorization Number:** Please contact a New England Low Vision and Blindness custom service representative at 508.853.8200, Ext. 207 to request a Return Authorization Number. Write this number on the outside of the shipping box you are returning.
2. **Package Your Return:** Please box up the device - including all parts, cords, manuals and any packaging - in the original manufacturer's packaging. Include a copy of your paid invoice inside the box. Be sure to write your Return Authorization Number on the outside of the shipping box.
3. **Insure and Ship Your Package:** It is recommended you insure your return for the full value of the item(s) being returned. New England Low Vision and Blindness does not accept responsibility for items damaged during shipment. It is also recommended that you ship your package via a trackable method such as UPS or FedEx. Be sure to retain your tracking number should you have any questions about the status of your return during shipment. All items must ship to:
New England Low Vision and Blindness
Attn: Returns Processing / [Write your Return Authorization Number here]
799 West Boylston Street, Suite 140
Worcester, MA 01606
4. **Let Us Know:** Please send an email to info@nelowvision.com with the invoice number and applicable tracking number of the shipment so we can expect your shipment.

Customer Responsibilities

- Customer must obtain a Return Authorization Number from New England Low Vision and Blindness.
- Customer pays return shipping. All shipping and handling fees are non-refundable.
- Customer to purchase shipping insurance for the full value of the device.
- If item is a portable hand-held device, place item in a second corrugated cardboard shipping box.
- Customer is responsible for any damage incurred during the return shipping process.
- Customer emails New England Low Vision and Blindness with tracking number.

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Restocking Fees

New Unopened Purchases

- A 50% restocking fee will apply for all wearables (NuEyes, Jordy, OrCam, Patriot and Aira).
- A 20% restocking fee will apply to all embossers.
- A 7.5% restocking fee will apply to all non-wearables and non-embossers.
- Freight and Handling Fees are not eligible for refund.
- All returns must be physically returned by the 30th calendar day.

New Opened Purchases

- A 50% restocking fee will apply for all wearables (NuEyes, Jordy, OrCam, Patriot and Aira).
- A 20% restocking fee will apply to all embossers.
- A 15% restocking fee will apply to all non-wearables and non-embossers.
- Freight and Handling Fees are not eligible for refund.
- All returns must be physically returned by the 30th calendar day.

Important Note

New England Low Vision and Blindness will not be responsible for loss or damaged return shipments.