

New England Low Vision and Blindness

Bringing Hope Through Technology, Training & Care

info@NELowVision.com • www.NELowVISION.COM

Return Policy

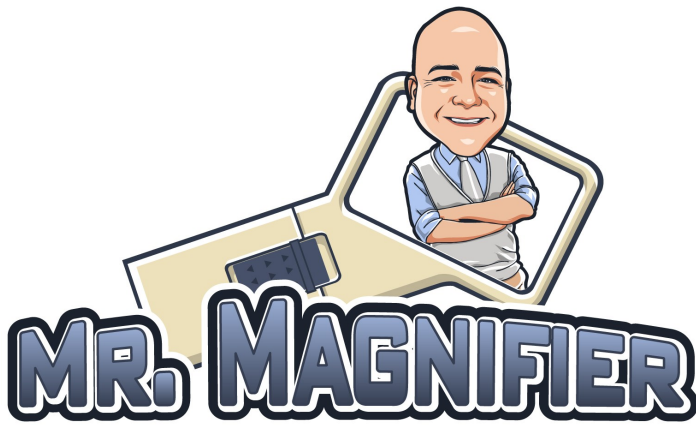
If you are not completely satisfied with your purchase, simply return the item (s) within 30 days from date of purchase for a refund.

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.

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 customer 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 Package:** It is recommended you insure your return for the full value of the item (s) being returned. We do 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 and 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 # 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.

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Return Policy (continued)

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. We suggest you place the item in a second corrugated cardboard shipping box to ensure it does not get broken.
- Customer is responsible for any damage incurred during the return shipping process.
- Customer emails (see email address in #4 above) New England Low Vision and Blindness with tracking number.

Restocking Fees

- New Unopened Purchases will incur a 7.5% restocking fee.
- Freight and Handling Fees are not eligible for a refund.
- All returns must be physically returned by the 30th calendar day.
- New Opened Purchases will incur a \$15 restocking fee.
- 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 lost or damaged return shipments