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New England Low Vision and Blindness

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With respect to items sold by New England Low Vision and Blindness, we cannot confirm the price of an item until you place an order; at the time of order, an authorization to charge your credit card will be executed. We will NOT charge your credit card until after your order has entered the shipping process. Despite our best efforts, occasionally an item in our catalog may be mispriced. If an item's correct price is higher than our stated price, we will, at our discretion, either contact you for instructions before shipping or cancel your order and notify you of such cancellation.

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Applicable Law

By visiting NELowVision.com, you agree that the laws of the state of Massachusetts, without regard to principles of conflict of laws, will govern these Conditions of Use and any dispute of any sort that might arise between you and New England Low Vision and Blindness.

Disputes

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 15 days from the date of purchase for a refund, online orders may not be returned - all online sales are final.

Which Products Qualify To Be Returned

- Only items purchased directly from New England Low Vision and Blindness are eligible for a return, except online orders.
- Items purchased within 15 days are eligible for a refund, online orders may not be returned - all online sales final.

Which Products Do Not Qualify To Be Returned

- Online orders may not be returned – all sales are final.
- NuEyes products may not be returned – all sales are final.
- Special orders, pre-owned equipment, and abused items may not be returned.

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 for 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 the 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 the tracking number.

New England Low Vision *and Blindness*

Restocking Fees

New Unopened Purchases

- A 50% restocking fee will apply for all low vision glasses i.e., wearables.
- 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 a refund.
- All returns must be physically returned by the 15th calendar day.

New Opened Purchases

- A 50% restocking fee will apply for all low vision glasses i.e., wearables.
- 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 a refund.
- All returns must be physically returned by the 15th calendar day.

Important Notes:

- Online Orders: There are NO REFUNDS. ALL SALES ARE FINAL.
- NuEyes products: There are NO REFUNDS. ALL SALES ARE FINAL.
- New England Low Vision and Blindness will not be responsible for loss or damaged return shipments.