

RETURNS Policy

NPC will honor refund policies provided by any state or federal law applicable to Affiliate.

7.1 Delivery Refusal or Returned Product

If you are an Affiliate and you order Products (subscription orders included) and then refuse delivery, your order will be charged the 20% restocking fee, 3.5% credit card fee and other procedures for returns herein, and we will charge you for the return shipping costs and any applicable refusal fees.

7.2 Returning of Product(s)

Affiliates and Customers should inspect the product order(s) IMMEDIATELY UPON arrival. Do not dispose of any packaging materials until all products ordered have been inspected and are satisfied with the product(s) received. Products properly returned under this policy and within 30 days from order date are eligible for refund(s) and only directly to the original purchaser. If the returned item(s) qualifies for a return and after the item(s) have been received and verified to be complete and in good condition, NPC will issue a refund upon receipt of the product(s), less a restocking fee of 20% of the product(s) total price, 3.5% credit card fee and less all applicable shipping costs. Additional fees may apply if the product(s) are not returned in original packaging. Return shipping costs will be at the purchaser's expense. The purchaser is responsible for return postage costs or item(s) lost or damaged in transit to NPC or in any other circumstances beyond the Company's control, except where specified in these terms and conditions or at the discretion of NPC. No returns accepted and no refunds offered beyond 30 days from order date.

7.2.1 Return Process

To return an item, please call 336-940-6620 Monday - Friday from 9:00 a.m. to 5:00 p.m. Eastern Standard Time to acquire an RMA# and for further instructions.

NPC recommends that you:

1. Use a carrier that offers shipment tracking for all returns
2. Insurance on the package for safe return to the Company or declare the full value of the shipment so that you are completely protected if the shipment is lost or damaged in transit. If you choose not to do either option, you will be responsible for any loss or damage to the product during shipping.

7.2.2 Refund Terms

If an Affiliate is not satisfied with Product from an initial order, he or she may return the entire Initial order in an unopened condition if they have decided to cancel their Affiliate Partnership within thirty (30) days of purchase for a refund. Refunds are ONLY issued when an Affiliate has decided to terminate their Affiliate Partnership. There will be a 3.5% credit card fee charged on the total order. This refund will be less shipping charges and 20% restocking fee.

Returned Product must be sent by the same form of delivery the product arrived to you. The sender is responsible for obtaining a tracking number from UPS or Postal Service for returned package to be traced during the return process. All returns MUST be received within seven (7) days of contacting the NPC. Upon receipt, the return will be noted, and a refund will be issued

to the Affiliate within thirty (30) days.

US Affiliates:

When returning by US Postal Service please mail to:

NPC Corporation
PO Box 2011
Advance NC 27006

When returning by UPS Ground please ship to:

NPC Corporation
3134 Cornatzer Road
Advance NC 27006

Returns are subject to the following conditions:

- The request for a replacement for damaged or missing products must be made within two (2) business days of receipt;
- The product being returned in a marketable condition (unopened and unaltered) as determined by the Company.
- Refunds on initial orders will only be issued when the Affiliate submits in writing that they wish to cancel their Affiliate Partnership.

Exceptions to the refund policies may be extended by the Company in instances in which Affiliate misconduct, misrepresentation, or other extenuating circumstances may require. Previously paid Commissions and Ranks will be reversed and/or adjusted as a result of the exceptions and at the sole discretion of the Company.

Any Commissions paid to the Affiliate and his or her Upline for the Product returned by the Affiliate will be debited from the respective Upline Affiliates account or withheld from present or future Commission payments. An Affiliate agrees that he or she will not rely on existing downline Volume at the close of a commission's period, as returns may cause changes to his or her Rank and/or commissions payout.

Inspecting orders obtained during live meeting and events should be reviewed before leaving the event or meeting. Exchanges or shortages will not be issued after the meeting has closed.

CUSTOMER RETURNS:

If a customer is not satisfied with a product from an initial order purchased directly from NPC Corporation, he or she may return item ordered in an unopened condition within thirty (30) days of purchase. NPC is not responsible for any shipping incurred to return items. Any refund that is issued will be assessed a 3.5% credit card fee, a 20% restocking fee and all applicable shipping charges.

Refused packages will be subject to a **20% restocking fee, 3.5% credit card fee and all applicable shipping charges.**

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