

## **RETURNS**

- **Returning Your Purchase**
- **100% Satisfaction Guarantee**
- **Damaged or Detective Item**

### ★ **Returning your Purchase**

You may return a product purchased from [www.necktitemagic.com](http://www.necktitemagic.com) in its original condition.

Please note that we can only accept returns if the merchandise was directly purchased from [www.necktitemagic.com](http://www.necktitemagic.com). At this time, we cannot process returns from retail stores and other online retailers.

### **NeckTITEMagic.com Returns by Mail:**

- Contact our customer care team at [info@necktitemagic.com](mailto:info@necktitemagic.com) or call directly at **1-855-900-NECK (6325)** to seek assistance with your return.
- Package your return item in the **NeckTITE Magic** product box or envelope and packaging (if available).
- Otherwise, pack your return in a well-padded envelope or box to prevent damage in transit.
- Mail your return via United States Postal Service (USPS) 1st Class which is the most affordable.
- You will receive an email confirmation when your return is processed.

### **Returns are to be mailed to:**

**NeckTITE Magic, LLC**  
**5600 Post Road – Suite 114-342**  
**East Greenwich, RI 02818**

### **Attn: Returns Department**

- It takes up to 30 days to process the return and credit your account.
- We will notify you via e-mail once your return has been processed.
- Please note that your financial institution will likely take approximately seven business days to reflect this transaction.

### ★ 100% Satisfaction Guarantee

If you aren't 100% satisfied with your NeckTITE Magic purchase, please let us know by contacting our customer care team at [info@necktitemagic.com](mailto:info@necktitemagic.com). You may also go to the **Contact Us** link at the top of the website home page or call direct to **1-855-900-NECK (6325)**

We love your feedback — we're always looking for new ways to improve.

If you'd like to return your purchase, just send it back within 30 days of delivery for a full refund of the purchase price! (Minus shipping & handling)

- A refund will be issued in the same form as the original payment within 30 days of receiving your return order.
- If you are returning a gift, the original purchaser will be credited.
- Please note that we can only accept returns if the merchandise was directly purchased from [www.necktitemagic.com](http://www.necktitemagic.com). At this time, we cannot process returns from retail stores and other online retailers.

### ★ Damaged or Defective Items

If your purchase was damaged or defective upon arrival, please let us know! Call our Customer Care Team at: **1-855-900-NECK (6325)** or email us at [info@necktitemagic.com](mailto:info@necktitemagic.com) before you return the item so we can assist you with your return. Otherwise, you'll be responsible for the return shipping charges and we don't want you to have to do that.

#### **Processing your return:**

- Please return our product via USPS first class to NeckTITE Magic 5600 Post Rd Suite114-342 East Greenwich, RI 02818.
- Please include within the shipment your receipt as proof of your shipping expenses so that we will gladly reimburse you.
- Please include your order number – (from your slip or when you sign in and view your order history) and A detailed description of the damage or defect.
- Keep in mind we can only accept returns if the merchandise was purchased directly from [www.necktitemagic.com](http://www.necktitemagic.com) . We cannot process returns from retail stores and other online retailers selling our product.
- Upon our receipt and inspection of the return – we will ship a replacement order to you at no cost.

*We trust most shipments will be free of any damage; however this we cannot guarantee. Should it occur, we apologize for any inconvenience this may cause you.*