



## WHOLESALE RETURN~ REIMBURSEMENT POLICY

### RETURNS

No returns. Please review your order carefully in both choice and quantity. Due to regulatory requirements\* associated with returned drug products, we do not accept product returns back into our facility. The only exception to this policy applies to complaints regarding product quality, packaging, or performance. We reserve the right to request return of any product needed to initiate a Quality Control Investigation.

\*CFR §211.204, CFR §211.208 (Code of Federal Regulations 21, Parts 200-299 Food & Drugs)

### REIMBURSEMENTS

All product refunds, credits, or replacements must be pre-arranged by contacting our Customer Care Team. Our skilled Customer Care Team members will determine the best way to expedite the credit or replacement based on your unique account profile. Customer returns called in at the same time a new order is placed will be replaced on that order. If customer returns are called in when not placing an order, the Care Team member will determine the best way to expedite the credit. In order to process any credit or replacement, we need the 14-digit lot number. Credits for customer returns must be requested within 1 year of the purchase date by the store.

### DAMAGED OR LOST SHIPMENT

Damages incurred during transit must be reported within 3 business days of the delivery date, as determined by carrier records. All packaging material must be saved until a claim is completed with the carrier. We are not responsible for any orders that are lost or stolen after the carrier has confirmed delivery. Any such claim should be taken up with the carrier and is the responsibility of the customer.

### INCORRECT ITEMS

Credits for items received incorrectly will be determined on an individual basis. Please check your orders carefully; although we are always happy to hear your voice and take your verbal orders, electronic submission of orders or ordering on-line at [newtonlabs.net](http://newtonlabs.net) helps assure accuracy of orders.

### PROFESSIONAL PRODUCTS AND SINGLE REMEDIES

Professional (PRO Line) products and single remedies are not eligible for credit for a customer return.

### CREDIT TERMS & RETURNED CHECK POLICY

NEWTON reserves the right to suspend, revoke, or change credit terms at any time. New orders are held on accounts with past due amounts. The preferred method of payment on accounts with credit terms is by check. A \$30.00 fee will be charged on all returned checks. If a balance is paid by credit or debit card, your account will automatically be reverted to a non-credit account and Net 30 terms will be canceled. Terms are subject to change without notice.

### PRIVACY POLICY

We do not sell, trade, or otherwise transfer, to outside parties, your personally identifiable information. Only trusted third parties who assist us in operating our website, conducting our business, or servicing you have the information necessary for carrying out these duties. We may also share your personal information if necessary to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights. [Click here for a PDF of our Privacy Policy](#) or visit the Customer Care page of our website at [newtonlabs.net](http://newtonlabs.net).

NewtonHomeopathics ~ NewtonHomeopath



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NEWTON homeopathics® product uses are based on traditional homeopathic practice. Products/ reviews/indications have not been evaluated by the FDA nor for scientific-medical evidence. Product results are not based on randomized, controlled clinical trials (RCTs).  
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