NSCA RETURN POLICY

NSCA PRODUCT RETURNS | 2830 JANITELL ROAD COLORADO SPRINGS, COLORADO 80906
PH: 800.815.6826 | FX: 719.632.6367 | NSCA.COM

The NSCA accepts returned merchandise up to 30 days from the date of purchase with preauthorization. Contact the NSCA Products Department at 800-815-6826, ext. 149, to discuss your return.

- Refunds will not be processed without preauthorization.
- Business Cards are a special order item and cannot be returned for a refund.
- Online self-assessments cannot be exchanged or refunded.
- Online practice exams cannot be exchanged or refunded.
- The NSCA reserves the right to refuse damaged merchandise.
- Tracking and insurance is strongly recommended.
- The purchaser is responsible for all return shipping charges and approved refunds will not include shipping fees already incurred.
- Please include a copy of your sales receipt and notate the reason for return.
- Study materials and educational resources must be received in original condition.
- A 15% restocking fee will be applied to all returned items.
- Apparel and accessories must be returned in original condition, in original boxes, and with all paperwork, parts and accessories to ensure full credit within 30 days of delivery.
- All tags must be included on apparel or it will not be accepted for return.

DAMAGED OR DEFECTIVE ITEMS

If a customer receives a damaged or defective item, they must contact the NSCA Products Department within 10 days of delivery. The customer must supply their order number, item number and tracking number. The Products Department will make every reasonable effort to replace the item in a timely manner. Refunds will not be given. The NSCA will cover shipping charges if there was damage to the item due to shipping.