

30 Day Money Back Return Policy

Thank you for shopping with Nano Magnetics. We appreciate your business and want you to be completely satisfied with your purchase. Should you have any problems with the product(s), simply return it for refund or exchange. We will gladly refund your order for any unopened merchandise less shipping fees and 20% restocking fee, within 30 days of purchase. This return and exchange policy applies only to items purchased online from the Nanodots™ store at www.thenanodots.com. Products purchased at retail locations are subject to the reseller return policy. Please check with the retail location for return/exchange procedures. Sale items and personalized products are non-returnable.

Need To Return An Item? Please follow these instructions:

1. Complete the return/exchange form below. **If the product is damaged and/or defective or is a Drop Ship item, please skip these steps and call 1-888-629-6266 or email customerservice@thenanodots.com**
2. Ensure that the item(s) being returned is in its original sealed package. Items must be in complete resalable condition otherwise a credit will not be issued.
3. Follow whichever procedure applies to your situation:

i) IF you have the original shipment box/labels:

- a. Place the product(s) in the shipping box, leave original labels attached and package in such a way that it arrives intact.
- b. Ship the order back to the address applicable to your country via FedEx, UPS or carrier or your choice, with tracking number.

ii) IF you do not have the original shipment box/labels:

- c. Send an e-mail to customerservice@thenanodots.com with subject [Return w/out Original Box] and in the body input your name, address and telephone number. A representative will e-mail you back a special printable return label.
- d. Place the product(s) in the shipping box, print and attach special return label on the outside. Package in such a way that it arrives intact. *We encourage you to insure the return in case it is misplaced.*

Return shipping address:

In USA
 Nano Magnetics USA Inc.
 3375 S Enterprise Dr
 Bloomington, CA 92316

In Canada
 Nano Magnetics Ltd.
 6175 Tomken Road, Units 2-3
 Mississauga, ON L5T 1X5

Return/Exchange Form:

Order # _____

Refund **Exchange** and charge to the same credit card – shipping charges apply.

Exchange for Product Code _____	Description _____	Qty _____
Exchange for Product Code _____	Description _____	Qty _____
Exchange for Product Code _____	Description _____	Qty _____
Exchange for Product Code _____	Description _____	Qty _____

Returned Product(s)

Code _____	Description _____	Qty _____	Return Reason Code # _____
Code _____	Description _____	Qty _____	Return Reason Code # _____
Code _____	Description _____	Qty _____	Return Reason Code # _____
Code _____	Description _____	Qty _____	Return Reason Code # _____

Your refund will be processed within 10 days after we receive the package and check the contents. If you would like additional assistance simply email us at customerservice@thenanodots.com or call us at 1-888-629-6266.