



Physical Product Return Policy

Eligibility Requirements

- Returns are accepted within 30 days of delivery date
- Items must be in original, unused condition with all packaging intact
- Proof of purchase (order number or receipt) is required
- Products must be free from damage not caused by manufacturing defects
- Custom-designed or personalized items may not be eligible for return unless defective

Return Process

1. Contact customer service at support@nlsimpsonllc.com to initiate your return
2. Include your order number and reason for return in your email
3. You will receive a Return Authorization Number (RAN) within 2 business days
4. Package the item securely in its original packaging if possible
5. Include the RAN in your return package
6. Ship the item to the address provided in your return authorization email

Shipping Costs

- Customers are responsible for return shipping costs for non-defective items
- Return shipping costs for defective items will be reimbursed upon inspection
- We recommend using a trackable shipping method for your protection

Refund Processing

- Refunds will be processed within 5-7 business days after receiving the returned item



- Refunds will be issued to the original payment method
- Original shipping costs are non-refundable unless the return is due to our error
- A 15% restocking fee may apply for returns without original packaging

International Returns

- International customers are responsible for all shipping costs, duties, and taxes associated with returns
- Please allow additional time for international returns to be processed

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