



# Exchanges Policy

## Eligibility for Exchanges

- Exchanges 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 showing signs of use or wear are not eligible for exchange

## Exchange Process

1. Contact customer service at [support@nlsimpsonllc.com](mailto:support@nlsimpsonllc.com) to initiate your exchange request
2. Include your order number, the item you wish to exchange, and your preferred replacement
3. You will receive an Exchange Authorization Number (EAN) within 2 business days
4. Package the original item securely in its original packaging if possible
5. Include the EAN in your return package
6. Ship the item to the address provided in your exchange authorization email

## Shipping for Exchanges

- Customers are responsible for the cost of shipping items back for exchange
- N L SIMPSON LLC will cover the cost of shipping the replacement item to you
- International customers are responsible for any customs duties or taxes on replacement items

## Price Differences

- If exchanging for an item of higher value, you will be invoiced for the price difference
- If exchanging for an item of lower value, you will receive store credit for the difference
- Price adjustments will be communicated before finalizing the exchange

## Unavailable Items

- If your requested replacement item is out of stock, we will offer:
  - A similar alternative product
  - A store credit for the full amount of your original purchase
  - A refund to your original payment method

## Digital Product Exchanges

- Digital products are not eligible for exchange once downloaded
- If you purchased the wrong digital product and have not downloaded it, contact support within 24 hours for assistance