

NovaGennix LLC Return and Refund Policy

Effective Date: January 2026

1. Overview

At NovaGennix LLC, we are committed to customer satisfaction and stand behind the quality of our products. This Return and Refund Policy outlines the terms and conditions under which returns, refunds, and exchanges are processed.

By purchasing from NovaGennix LLC, you agree to this policy.

2. Return Eligibility

We accept returns under the following conditions:

- Products must be returned within **30 days** of the purchase date
- Items must be **unused, unopened**, and in original packaging
- Proof of purchase (order number or receipt) is required

2.1 Opened Products (Satisfaction Guarantee)

We may, at our discretion, accept returns of opened products under a **customer satisfaction guarantee**, provided that: - The request is made within 30 days - The product has not been excessively used

3. Non-Returnable Items

The following items are not eligible for return: - Products returned after 30 days - Items that are damaged due to misuse - Final sale or promotional items (if marked as non-refundable)

4. Refunds

4.1 Refund Method

Approved refunds will be issued to the original payment method.

4.2 Processing Time

- Returns are processed within **5–10 business days** after receipt
- Refunds may take additional time depending on your financial institution

4.3 Shipping Costs

- Original shipping charges are **non-refundable**
 - Return shipping costs are the responsibility of the customer unless the return is due to an error by NovaGennix LLC (e.g., wrong or defective product)
-
-

5. Exchanges

We replace items only if they are: - Defective - Damaged in transit - Incorrect items shipped

To request an exchange, contact our support team.

6. Damaged or Defective Products

If you receive a damaged or defective product:

- Notify us within **7 days of delivery**
- Provide photos and order details

We will evaluate and, if approved, offer a replacement or refund at no additional cost.

7. Commission Adjustments

Refunds may result in **reversal of commissions** associated with the returned products

8. Chargebacks and Disputes

Customers are encouraged to contact NovaGennix LLC before initiating a chargeback. We will work in good faith to resolve any issues promptly.

9. How to Initiate a Return

To request a return:

1. Contact us at customerservice@novagennix.com
2. Provide your order number and reason for return

3. Follow the return instructions provided by our team

Unauthorized returns may not be accepted.

10. Limitation of Liability

NovaGennix LLC is not responsible for lost or damaged return shipments.

11. Changes to This Policy

We reserve the right to update this Return and Refund Policy at any time. Changes will be posted with an updated effective date.

12. Contact Information

For questions regarding returns and refunds:

NovaGennix LLC

Email: customerservice@novagennix.com

Address: 3430 E. Tropicana Ave., Ste. 58, Las Vegas, NV., 89121, USA

13. Acknowledgment

By purchasing from NovaGennix LLC, you acknowledge that you have read and agree to this Return and Refund Policy.