

We fundamentally believe you will be thrilled with the products you purchase from the NCI Store. That's because we go out of our way to ensure that they're designed and built to be just what you need. We understand, however, that sometimes a product may not be what you expected it to be. In that unlikely event, we invite you to review the following terms related to returning a product.

You may return an undamaged water ionizer with its original packing materials and accessories within 60 days of purchase for a full refund minus 15% restocking fees. Shipping to us must be covered by the customer.

For any other product, simply return it with the original receipt (or gift receipt) and original packaging within 14 days of the date you receive the product. If the item is returned within this timeframe, we'll exchange it or offer a refund based upon the original payment method.