

## NBCOT, Inc. MERCHANDISE REFUND AND EXCHANGE POLICY

Refund policy for all Examinations can be found within the appropriate Examination application booklet.

The National Board for Certification of Orthopaedic Technologists, Inc. (NBCOT) has the following Refund and Exchange policy for **merchandise** sold.

OTC® Examination Review Book: **NO REFUND FOR ANY REASON.**

OTC® Patches: **NO REFUND FOR ANY REASON.**

All NBCOT Lapel Pins/Key Chains: **EXCHANGE ONLY.**

*Lapel Pins and Key Chains would be replaced at no charge, if found to be defective within 6 months of purchase with proper sales receipt enclosed with the return of the defective pin/keychain. Normal wear and tear does not constitute defect. Broken pin stick or back, key chain link breakage will constitute defect.*

Tee Shirts and Polo Shirts: **All may be returned for Refund or Size Exchange within 10 business days of receipt only.** Shirts are not returnable for exchange or refund if worn or washed. Shirts have been supplied to us as pre-shrunk. There are no returns for apparel that has been cared for incorrectly.

A return slip is included with your shipment that has specific return instructions on it.

***NBCOT does not pay for any Exchange or Return of defective merchandise to our office. All replacement merchandise will be sent back pre-paid to the customer.***

***\*\*\*NBCOT reserves the right to replace merchandise with current design and product. (Notification will be made prior to shipping to the customer any substitution if necessary, and upon receipt of the original item in question.)***

Refunds are issued back to the same Credit Card used for the original payment, directly by the NBCOT Office, or through Pay Pal depending on the source of how the original fee was paid. Refunds are issued to the person/Group/Hospital that made the original purchase, no one else. No Check or Cash refunds are issued if payment was made by a Credit Card. No phone refunds or requests will be entertained or processed.

**ALL Returns or items for Exchange are to be sent by Certified Signature request US Mail or UPS to:**

**Attn: Merchandising  
NBCOT, Inc.  
4736 Onondaga Blvd., #166  
Syracuse, NY 13219 (855)476-7677**