

## Neuroon 14-Day Return Policy

If you are not satisfied with your Neuroon for any reason, you have 14 days from the day you receive it to request a refund from Inteliclinic Inc. (“we”). You may return any product purchased on neuroon.com or received as a prize in our Kickstarter campaign (“Product”).

### Things to keep in mind

If you want to return a Neuroon, please remember that:

- You have 14 calendar days to return a Product from the date you received it.
- Please ensure that the item you're returning is repackaged with all the cords, adapters and documentation that were included when you received it.
- **Your Product must be in in the same condition as it was received. We will not refund or exchange any Product that is damaged, altered, or is missing parts for reasons not due to our error.**
- You should also return the original packaging and all accessories (cables, adapters, etc.) and documentation that were included when you received your Product.
- Neuroon software and downloadable items are nonrefundable.
- If your Neuroon is subject to warranty terms then it is not covered by Return Policy. Find out more about [Limited Warranty](#).

### How to return a Neuroon

To return your eligible Product to us:

- Please log in to your profile at [my.neuroon.com](http://my.neuroon.com) to request a Return Merchandise Authorization (RMA) and shipping instructions.
- Click on the button: REPORT A PROBLEM and pick the category: Refund & Warranty. Then follow the instructions on screen.
- After we receive such a request from your profile, we will contact you directly and send you proper instructions.

Once we receive and inspect your returned Product, we will let you know about it by email. We will also notify you by email if your Product has been approved or rejected for a refund or exchange (depending on which is applicable).

### Refunds

If a refund for your returned Product is approved, we will process it within 14 business days and apply an appropriate credit to your credit card or your account if you used another payment method for your original payment.

If you paid by credit or debit card, refunds will be sent to the card-issuing bank; if you used PayPal or a similar online payment system, refunds will be sent according to the rules of the system's operator. Please contact your bank or payment system operator (as the case may be) with questions about when the applied credit will be posted to your account.

### Exchanges

We only replace defective or damaged Products that are covered by our [Limited Warranty](#). If you have questions about warranty coverage for your Product, email us at [support@inteliclinic.com](mailto:support@inteliclinic.com).

### Additional terms

Note that:

- Shipping and handling charges, as well as all taxes and other levies paid in connection with your Neuroon (such as state sale tax, consumption tax, VAT, customs duties, etc.) are not refundable.
- Shipping of returning item will cost you the same price as the standard shipping of Neuroon to your country. This amount will be deducted from the refund (initial price of Neuroon that you paid)
- You are responsible for and must prepay all shipping and handling charges, as well as all taxes and other levies, if any, required to deliver your returned Product to us.
- All risk of loss or damage to your returned Neuroon remains with you until we actually receive it.
- If you return a Product to us without a proper RMA or without the original packaging and all accessories included in the original package, we will have the right to, at our option, either (a) refuse delivery of such return; or (b) charge you a restocking fee of 20% of the original price of your Product or the retail price of the missing items, whichever is higher.