

## ORDERING AND SHIPPING

You have four methods to choose from to place an order. The secure shopping cart on our web site is kept up to date and may have more items listed than in this catalogue. A field is available in the cart for comments or instructions. From the shopping cart you can only pay by credit **or debit** card. If you have a Pay Pal Account you can either use it or you may simply submit your card number to Pay Pal without opening a Pay Pal Account, we will not have access to your card number. It is very easy **and safe** to create a Pay Pal account which you can do when you order.

Order by telephone between the hours of 9 am and 4 pm ET. Tony, Sandi or Paul will be happy to take your order. When calling, it would expedite the process if you are an existing customer and can give us your Customer No.. Knowing the Item No. of the product you want would also be helpful.

You may mail your order to us. Use a clean sheet of paper and list the products by Item Number and description. Be sure to include your name, shipping address and telephone number. You may include your credit card information or call it in to us. If given on the order, be sure to include the expiration date and security code number on the back of the card. Also, the name on the card and address for the account if different from your shipping address is necessary. Your shipment will include an order blank for future orders. We will accept a check or money order with your mail order but **DO NOT** include payment unless you have gotten a final total including S&H from us. A sales tax of 6% applies to orders shipped to a Connecticut address.

Finally, you may FAX your order to us. Our FAX number is 860-889-2497. All information required above for mailed orders apply to orders placed by FAX.

Past experience has led us to require full payment before we will ship. **We** wish it didn't have to be that way, **we** hope you understand.

**IMPORTANT** Our shipping policy is simple. We charge what the carrier requires, no more, no less. For this reason, if you must know the exact total cost of your order, we may have to call you back or email you with your shipping cost after we have packed and weighed your shipment. Shipping cost is based on package weight, package size, distance and whether the destination is urban or rural. The S&H listed in the shopping cart of our web site is a starting point. You may be billed for additional shipping or receive a refund through Pay Pal. We try to ship with both cost saving and transit time as key factors. We use the USPS and UPS for our shipments.

This shipping policy creates much more work for us but we have tried other programs and find this one to be the fairest to both our customers and NEPLS.

Prices are subject to change without notice. Other than opened medication or supplements, we will accept the return of any unwanted product for a refund of the purchase price (only). Item damaged in shipping will be replaced at no cost. In some cases we may require that you return the product or we may be able to accept a digital photo of the damaged item.

### **Out of Stock Items**

We will no longer automatically back order products that are out of stock. Your invoice will indicate **OUT OF STOCK** and we will give the expected availability date. Customers may re-order when back in stock.