



Uplink™ Return Policy

If Uplink™ isn't right for you, You can return Uplink™ for a refund under the following conditions:

- You must return Uplink™ within 30 days of receipt. We consider an item returned when it is picked up by or deposited with a courier service like UPS, FEDEX, or the USPS. You need to retain proof of shipping as we may request it if we don't receive your return or if your return isn't timely received by us.
- You must return Uplink™ in the original packaging with all the parts (supplies excepted). "All the parts" includes the magnetic box, the foam inserts in the box, the electrode leads, the user manual, and Uplink™. You can keep any opened electrodes. If you have left over unopened electrodes we'd be happy for you to return them, but you don't have to.
- Uplink™ and "all the parts" must be undamaged – normal wear and tear expected. Now, normal wear and tear is subjective. We try to be as fair as possible. But if you have destroyed the box, for example, we will deduct that cost from your refund.
- If you don't return everything we will deduct a reasonable cost from your refund. For example, if you don't return the box we will charge you \$30. It's a very nice box. It costs us a lot.
- You are responsible for the shipping costs. Remember that we count the item returned as soon as you ship it, so you can use the slowest and cheapest shipping method you want, as long as you ship within 30 days of receipt, and as long as we end up getting the equipment back.
- Before You return your Uplink™ email customersupport@nebahealth.net or call 1(888)539-4267 x 1402 to get a return authorization number. Include this number in your return package.

All returns are subject to a "Return Fee" of 10%.

We've gotta cover the cost of electrodes and remanufacturing your used Uplink™. Also, we've discovered something about human nature: if you don't have a stake in trying something and you can return it without penalty, you are much much much less likely to attempt to use the product successfully.

As always we are here to offer customer support. You can reach us at 1(888)539-4267 or at customersupport@NEBAHealth.net if you have any Uplink™ questions or any questions about this return policy.