

NUCHAIR RETURNS POLICY

We want your NuChair experience to be the best sitting experience you've ever had. If you're experiencing issues or discomfort with NuChair, first please review the videos in the "Using NuChair" section of our website. If you still need help, contact us at (305) 684-3445 or by email at support@nuchair.com.

NuChair Terms for Returns

Customer satisfaction is important to us, and we will do everything we can to accommodate your returns to the best of our ability. If you have gone through a break in period and still don't find comfort with NuChair, here are our terms.

Satisfaction Guarantee - If you are unsatisfied with your purchase for any reason, NuChair will be happy to process a return for you within 30 days of purchase date. To return an item, please call or email us to obtain return authorization and instructions. Return authorization must be obtained within the 30-day period. For warranty claims, please see our warranty page. Items returned must be in their original unused condition, placed properly in their original packaging, complete with all tags, instructions, and inserts. You will be responsible for the shipping cost back to us, and the return must be postmarked within 5 calendar days of return authorization date. You may have to provide supplementary packing materials if the outer carton has been damaged during the original trip out to you. If you are returning the item, please ship with a carrier that provides tracking numbers and request insurance to ensure safe return. You are responsible to ensure the item is returned safely to NuChair.

Once your return is received and inspected, we will notify you via email of the approval or rejection of your refund. If approved, your purchase price will be credited back to your purchasing credit card. If rejected, the reason for rejection and reduced refund amount will be clearly indicated. Refunds are typically processed within 3 business days of notification.

*Exceptions for Satisfaction Guarantee - The following are not eligible for refund:

- Sale items
- Discounted items
- Open box items
- Special orders
- Bulk orders
- If you refuse the delivery of a package without prior consent from NuChair, you will be charged for return shipping.

Damaged Goods: If you receive a shipment with obvious damage to the packaging, notify the delivery agent at the time of delivery. Take photos of the box before opening and notify us within one business day. The items inside may still be in perfect condition.

If you receive goods that were damaged in transit, (whether packaging is damaged or not), please take photos and contact us within one business day of receipt. Hang on to all packaging until the issue is resolved.