

# NSCA RETURN POLICY

NSCA PRODUCT WAREHOUSE | 2830 JANITELL ROAD COLORADO SPRINGS, COLORADO 80906  
PH: 800.815.6826 | FX: 719.632.6367 | NSCA.COM

The NSCA accepts returned merchandise up to 30 days from the date of delivery with preauthorization. Contact the NSCA Products Department at [products@nsca.com](mailto:products@nsca.com) or 800-815-6826, ext. 149 to discuss your return. Returns will not be processed without preauthorization.

- *Essentials of Strength Training & Conditioning, 4th Edition* textbook is not returnable if unwrapped. A new key code must be purchased if the one included is misplaced.
- *Essentials of Strength Training & Conditioning, 4th Edition* textbook with Online Study Course is not returnable if unwrapped. A new key code must be purchased if the one included is misplaced.
- *Essentials of Personal Training, 2nd Edition* textbook with Online Study Course is not returnable if unwrapped. A new key code must be purchased if the one included is misplaced.
- *Exercise Technique Manual for Resistance Training, 3rd Edition* is not returnable if unwrapped. A new key code must be purchased if the one included is misplaced.
- Online self-assessments cannot be exchanged, refunded or transferred.
- Online practice questions cannot be exchanged, refunded or transferred.
- Exchanges of physical items are processed as a return/refund and new purchase. This allows us to waive shipping, match any special pricing, and expedite your request.
- Clearance Items—All sales are final, no returns or exchanges.
- Products must be returned in their original condition, including all paperwork, parts, and accessories to ensure full credit within 30 days of delivery.
- All tags must be included on apparel or it will not be accepted for return.
- The NSCA reserves the right to refuse damaged merchandise.
- FedEx is the preferred method of return, but any company may be utilized. Tracking and insurance is strongly recommended.
- The purchaser is responsible for all return shipping charges and approved refunds will not include shipping fees already incurred.
- Please include a copy of your packing slip and note the reason for return.
- A 15% restocking fee may be charged upon inspection of returned items.

## DAMAGED, DEFECTIVE OR MISSING ITEMS

If a customer discovers a missing, damaged or defective item, they must contact the NSCA Products Department within 10 days of delivery. The customer must supply their order, item and tracking numbers. The Products Department will make every reasonable effort to replace the item in a timely manner. Refunds will not be given. The NSCA will cover shipping charges if there was damage to the item due to shipping.



everyone **stronger**  
**NSCA.com**