

# Refund | Return Policy

Nu Xtrax, Inc. allows a refund as long as the request is made within 30 days of your order date and as long as the products are not used or monies earned from our program and on condition any product is returned in good condition to Nu Xtrax, Inc., P.O. Box 100, Westville, FL 32464. The shipping charges are not refundable and a 10% restocking fee will be assessed.

Auto ships may include products provided and billed 30 days in the rear. Activist agrees to pay for the provided products in full and will cancel a minimum of 30 days in advance of any order reoccurring date or agrees to pay the final bill in full. Any chargeback, false fraud complaint, or unfunded payment for partial product period will be the responsibility of the Activist and any collection or legal action cost will be the liability of the Activist.

You can request a refund one of three ways and be sure to include your **ORDER#** and your **ID#** listed on your invoice, which is located in your back office under the Order Information section in the left column, and then click onto Order History and then click onto the appropriate View Invoice link:

1. Send a "TEXT" to the Nu Xtrax Refund Department at 1-850-557-9191. This number is strictly for Refund Requests and only receives "TEXT" messages.
2. Email customer service at [cs@Nuxtrax.com](mailto:cs@Nuxtrax.com).
3. Write Nu Xtrax, Inc., P.O. Box 100, Westville, FL 32464

The Nu Xtrax monthly auto ship order can be managed or cancelled from your Nu Xtrax back office under the Order Information link in the left column and then click Cancel Auto-Order or by contacting Nu Xtrax, Inc. Customer Service at [cs@NuXtrax.com](mailto:cs@NuXtrax.com) or Nu Xtrax, Inc., P.O. Box 100, Westville, FL 32464.