



REFUND POLICY

Customer Sales

Netsurf Direct offers a forty five (45) days money back guarantee for Customers. If a Customer purchased a product directly from an NBO and is not satisfied with the product, the Customer may request a refund directly from said NBO so long as the purchase remains in acceptable and undamaged condition and is returned in its original condition. The refund amount shall be 90% of the Sales Price (less the shipping and handling charge on the original purchase). This 10% restocking fee shall be borne by the applicable NBO.

NBO Purchases

If an NBO is unable to sell new product that was purchased from Netsurf Direct, he or she may return the item for a refund as long as he or she is: (1) in good standing with Netsurf Direct; (2) the products were purchased within forty five (45) days; and (3) the products remain in Resalable Condition (as defined in the Glossary of Terms).

The refund shall be ninety percent (90%) of the purchase price, less the original shipping and handling charge. NBOs agree to incur the expense of shipping and packaging charges, for the return of the product.

1.1 Return Process

- A. Generally, all returns, whether by a Customer or NBO, must be made as follows:
 - I. Obtain Return Merchandise Authorization ("RMA") from the Company;
 - II. Within seven (7) days, ship items to the address provided by Company when you are given your RMA.
 - III. Provide a copy of the invoice with the returned products. Such invoice must reference the RMA and include the reason for the return.
 - IV. Ship back product in manufacturer's box exactly as it was delivered.

B. All returns must be shipped to the Company (**Address: Netsurf Direct, 14401 Sovereign Rd, #101, Fort Worth Tx. 76155**) pre-paid, as Netsurf Direct does not accept shipping collect packages. The Company recommends shipping returned product by UPS or FedEx with tracking and insurance as risk of loss or damage in shipping of the returned product shall be borne solely by the Customer or NBO. If returned product is not received at the Company Distribution Center, it is the responsibility of the Customer or NBO to trace the shipment and no credit will be applied.