



NIHSC Return Policy

Customers may return **new or unused items** purchased from the NIH Supply Center and the Self Service Stores (SSS) for credit: **within 14 days of delivery.**

***Acceptable returns include:** *incorrect item, does not meet requirements or item is damaged.*

Coordination for customer returns:

NIH Supply Center Customer Service Representatives

Call: 1-833-3 ONE NIH (1-833-366-3644)

Email: NIHSC-CustomerService@od.nih.gov

Items excluded from the NIH Supply Center Return Policy:

- Chemicals/Reagents
- Equipment
- Furniture (Chairs, Sit-to-Stand Desks, Lamps, etc.)
- Special Non-Stocked Items (Awards, Phones, etc.)
- Used Items (headsets, earplugs, earbuds, etc.)

**All returns are subject to a 20% restocking fee.*

**Account will be refunded once the returned merchandise is received by NIHSC.*

Thank you for your continuous support and remember - we are **ONE NIH!**