



# Return Policy

Customers can return new or unused items purchased from the NIH Supply Center and the Self Service Stores (SSS) for credit within 14 days of delivery. Accepted reasons for a customer return include wrong item, item does not meet requirements or damaged item.

Coordination for customer returns must be made through the NIH Supply Center Customer Service Representatives at 1-833-3 **ONE NIH** (1-833-366-3644) or [NIHSC-CustomerService@od.nih.gov](mailto:NIHSC-CustomerService@od.nih.gov).

Items excluded from the NIH Supply Center Return Policy:

Furniture (Chairs, Sit-to-Stand Desks, Lamps, etc.)

Chemicals/Reagents

Special Non-Stocked Items (Awards, Phones, etc.)

All returns are subject to a 20% restocking fee. You will be refunded once the NIH Supply Center receives the returned merchandise\*

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