



## ***Laboratory Evaluations for Integrative and Functional Medicine, 2<sup>nd</sup> Edition***

### **Return Policy and Special Orders**

#### **Returns**

- Products may be returned within 30 days from the date of invoice for a refund/credit of the purchase price and may be subject to a 15% restocking fee. Contact client services to request a return merchandise authorization (RMA).
- Products being returned for any other reason except “defective or damaged” must be returned in good, resalable condition. All returns must include the CD-ROM.
- If products are damaged during shipping to you, we will credit you for the merchandise and shipping costs to return them. For all other returns, you will receive credit for the merchandise only (may be subject to 15% restocking) and you must pay all shipping costs.
- If you paid for your order by credit card, a credit to your card will be processed upon receipt of your returned merchandise. Please allow 30-60 days for the credit to appear on your credit card statement. If you paid for your order by check, you will receive a refund within 4-8 weeks after your return is processed.
- To return a product, enclose the return merchandise authorization and packing slip with your return. Items should be returned in their original packaging and sent to Metamatrix Institute at the address below.

#### **Exchanges**

- If you received a defective or damaged item and would like to exchange it for the same item, please contact client services at 800-221-4640 or via email at [inquiries@metamatrix.com](mailto:inquiries@metamatrix.com) for return shipping instructions. Exchanges are not charged return shipping and exempt from any restocking fee.

#### **Bulk Sales**

Large quantity order inquiries may contact Tony Hoffman at 800-221-4640 x 2982 for special pricing.

#### **Special Pricing for Students and Nonprofits**

Students, libraries, hospitals, schools, and nonprofit organizations may purchase *Laboratory Evaluations for Integrative and Functional Medicine* for a special price of \$149/book plus shipping charges. These books may not be for resale. Orders must be accompanied by proof of status (i.e., student ID # or Federal tax ID #). Student/Nonprofit pricing may not be combined with any other offer or discount, including bulk sale pricing.

To check your qualification for special pricing, please contact 800-221-4640.

If you have additional questions regarding special orders, returns, or exchanges please contact Metamatrix Client Services at 800-221-4640 or via email at [inquiries@metamatrix.com](mailto:inquiries@metamatrix.com).

**Metamatrix Institute • 3425 Corporate Way • Duluth, GA 30096**

**[www.metamatrixinstitute.org](http://www.metamatrixinstitute.org) • 800-221-4640**