

## **RETURN POLICY**

1) Our return policy is not based on the shelf life of our products. There are several reasons why we have a 30 day limit on accepting returns. While many vitamin companies accept returns up to 90 days, you must understand that there are several important distinctions between those companies and their products and Nutri-Spec.

- a) Nutri-Spec products contain many ingredients that are not typically found in other companies' products. These ingredients (co-enzyme forms of vitamins, for instance) are much more heat labile than typical supplement ingredients.
- b) An even more important consideration is the thin coating on Nutri-Spec products. Our products are designed for optimum dissolution characteristics such that all the nutrients are dissolved into solution high in the intestinal tract where they are absorbed. Other companies put a much heavier coating on their products which gives them a much longer shelf life -- but, at the expense of poor dissolution and thus very poor (in some cases virtually nil) absorption.
- c) The above described qualities of Nutri-Spec supplements make us very concerned about loss of biological activity during shipping and subsequent storage. Our supplements, when kept at a temperature of 70 degrees or slightly above, have a shelf life of 2 years or more. However, when exposed to heat, as they most often are during shipping, there can begin to be a slight loss of biological activity. A typical UPS shipment is exposed to heat for 5 or 6 days. After this 5 or 6 day shipping period a supplement should still be good on a doctor's shelf for at least two if not three or four years, assuming the doctor's office is kept reasonably cool at all times. If, however, the doctor keeps our supplements in storage that is less than optimal and then returns the product to us with a second 5 to 6 day shipping period -- after which we, in turn, resell that product to another doctor involving yet

another 5 to 6 day shipping period, I think you can see how the biological activity of our very specially designed products could begin to suffer.

2) Other supplement companies think nothing of re-selling a product that has been returned. That product thus makes three trips across the country. At NUTRI-SPEC we re-sell absolutely nothing that we take in return. Rather than risk a third shipment we sell these products only to Dr. Schenker's chiropractic practice where we know they will have very quick turnover. Other companies just don't show that kind of consideration for their doctors.

3) We sell only the freshest supplements to our doctors. Since we would not dream of selling you some other doctor's old supplements, neither can we sell some other doctor your old supplements.

4) Considering the unique qualities of our products plus our dedication to selling only the finest and freshest to our customers, I think you can begin to see that our 30 day limit on returns is perhaps more liberal than you first thought. Other companies you may deal with probably couldn't care less about the freshness of their products and they don't have a care in the world about loss of biological activity because their products didn't have any to start with. The few good ingredients that their products contain are rendered almost worthless by the poor dissolution qualities of their products. There is a lot more that goes into delivering high biological activity supplements to doctors than just putting ingredients in a bottle.

Please understand that there is nothing arbitrary or unreasonable about our return policy -- that we are motivated strictly by our commitment to provide nutrition services and products that are unmatched anywhere.

Sincerely,

Nutri-Spec Staff