RETURN, REFUND, AND CANCELLATION POLICY

NeuroInAFlash does not accept product returns. To be certain the item is what you're looking for and that it will meet your educational needs, we encourage you to reach out! Feel free to get in touch with us through email contact@neuroinaflash.com or on any of our social platforms. We will be happy to answer any questions, and guide your selection to make sure you are 100% satisfied with your items!

Damage and Other Issues

If an item arrived damaged, defective, or if you received the wrong item please contact us within seven days from the date the package is marked as delivered. We will ask for additional information regarding the issue and do our best to resolve the issue and make things right!

Refund/Order Cancelation

If you need to change select items or adjust the quantity of the items

The order would need to be placed within the last 24 hours for us to be able to assist in any way. Please send an email to contact@neuroinaflash.com immediately after placing the order. Orders are typically shipped <24hrs from when the order is received. We will do our best to correct the situation but cannot guarantee a remedy. Additional fees or charges might apply depending on the circumstances, only with the customers approval in order to get the situation rectified.

If you need to cancel an entire order

You will need to notify us immediately contact@neuroinaflash.com after placing the order as items are processed and shipped out quickly. We will do our best to stop the package from being shipped, but depending on the processing stage we might not be able to do so. NeuroInAFlash is charged additional fees for any processed and canceled transactions, if we are able to cancel the order the customer will possibly be charged a cancellation fee to cover the cost of transaction fees NeuroInAFlash incurred for all related transactions.

Please email contact@neuroinaflash.com for any of the following or related issues.

SHIPPING POLICY

Neuro In A Flash currently accepts and processes orders placed within the U.S., until further specified we will not be accepting orders outside of the US. We process and ship orders Monday-Friday. Once the order is processed and shipped, a confirmation email with tracking will be sent to the email attached to the order.

Shipping Pricing/Options

Neuro In A Flash will continue to update shipping options throughout 2024. Until further specified, all shipping costs are covered by the customer. (Unless the free shipping minimum is met. Orders that are $200.00+ will receive free shipping)

USPS is our default parcel carrier and we cannot guarantee deliveries will arrive on-time or on the date shown on the tracking. We process and ship orders ASAP, if there is delay due to parcel carrier related issues, we will do our best to rectify any issues with USPS (as the sender) but cannot guarantee we will be able to resolve the issue. If the shipping address is invalid, an email will be sent to the address on file and we will require a response (within 7 days), after 7 days and no reply, the order will be canceled.