

## **Returns Policy**

We do not process returns and we cannot exchange items.

## **Replacement of Damaged or Defective Items**

Nu Life and Longevity can replace items only if they are defective or damaged.

## **Privacy Policy**

1. At Nu Life and Longevity the protection of your personal information has always been a top priority. Nu Life and Longevity's complies with all aspects of the Personal Information Protection and Electronic Documents Act ("PIPEDA").
2. Nu Life and Longevity is responsible for personal information under its control.
3. Unless the purpose is self-evident due to the nature of the transaction in question, Nu Life and Longevity will identify the purposes for which personal information is collected at or before the time the information is collected.
4. We will collect, use or disclose your personal information only with your knowledge and consent, except where required or permitted by law.
5. The collection of personal information by Nu Life and Longevity will be limited to what is necessary for the purposes which it identifies. We will collect personal information by fair and lawful means.
6. Personal information will not be used or disclosed for purposes other than those for which it was collected, except with your consent or as required or permitted by law.
7. It will be retained only as long as necessary for these purposes or as required by law.
8. We will keep your personal information as accurate, complete and up-to-date as necessary for the purposes for which it is to be used.
9. Upon request, Nu Life and Longevity will inform you of the existence, use and disclosure of personal information relating to you, and give you access to that information. You have the right to challenge the accuracy and completeness of your information and have it amended as appropriate.
10. However, in certain circumstances permitted by law, this information will not be disclosed to you. Some examples of these circumstances are information that contains references to other individuals, that cannot be disclosed for legal, security or commercial proprietary reasons, or that is subject to solicitor-client or litigation privilege.

11. We do not knowingly collect or solicit personal information from anyone under the age of eighteen or knowingly allow such persons to register. If you are under the age of eighteen, please do not attempt to register or send any information about yourself to us, including your name, address, telephone number, or email address. In the event that we learn that we have collected personal information from an individual under the age of eighteen, we will remove that information as quickly as possible. If you believe that we might have any information from or about a person under the age of eighteen, please contact us.
12. For anything to do with this Policy, including questions or comments, or to challenge our compliance with this Policy, please contact us as follows:
13. Nu Life and Longevity will inform individuals who make enquiries or lodge complaints about its enquiry or complaint procedures, as applicable. If a complaint is found to be justified, we will take appropriate measures, including, if necessary, amending our policies and practices.
14. Of course, this Policy is subject to PIPEDA and/or any other applicable privacy laws and Nu Life and Longevity's right to change it at any time.