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NEXCOM Improves Its Customer Return Policy

The Navy Exchange Service Command (NEXCOM) is making improvements to its return policy. Merchandise purchased at a NEX or from myNavyExchange.com can be returned to any NEX store within 45 days of purchase for a refund or even exchange.

“We made this improvement to our return policy make it more convenient for our customers,” said Richard Dow, NEXCOM’s Senior Vice President Store Operations. “By extending our return policy to 45 days, it gives our customers more time to bring back an item to our store. In today’s busy world, that’s important to our customers.”

The standardized 45 day return policy on merchandise eliminates the previous exclusions including the 14 day return policy on certain items, such as computers, software and digital cameras. Now, the only exception to the 45 day NEX Customer Return Policy are pre-paid cards, such as financial, music, phone and gift cards, which are not returnable.

The refund will be processed in the same payment form as the original purchase. A return without a receipt will be issued on an NEX Gift Card at the item’s current NEX price. Refunds made without a receipt can only be made at the NEX’s Customer Service desk.

Finally, diamond jewelry returns may be subject to an IGI appraisal prior to issuing a refund.

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About NEXCOM

The Navy Exchange Service Command (NEXCOM) oversees 100 Navy Exchange (NEX) facilities and nearly 300 stores worldwide, 40 Navy Lodges, Ship’s Stores, the Uniform Program Management Office, the Navy Clothing Textile and Research Facility and the Telecommunications Program Office. NEXCOM’s parent command is the Naval Supply Systems Command. NEXCOM’s mission is to provide authorized customers quality goods and services at a savings and to support quality of life programs for active duty military, retirees, reservists and their families. NEXs and Navy Lodges operate primarily as a non-appropriated fund (NAF) business instrumentality. NEX revenues generated are used to support Morale, Welfare, and Recreation (MWR) programs. In FY11, \$2.7 billion in sales were generated with \$42.8 million in dividends provided to Navy MWR programs.