

Guarantee, Shipping and Return Policy

(Retail)

Our products are made to the highest standards of quality and purity, and we are confident that you will be totally satisfied with them. If, however, you are not satisfied for any reason within 30 days of the date of purchase you may:

- (a) Obtain a new replacement for any defective product by contacting Customer Service at (888) 440-2563. Arrangements will be made for you to return the defective product and receive a replacement at the Company's expense.

- OR -

- (b) Cancel the purchase, return the product and obtain a full refund (excluding shipping charges) by contacting Customer Service at (888) 440-2563. Arrangements will be made for you to return the unused portion of the product at your expense. Upon receipt, you will receive a full refund of the price paid for the product (excluding the original shipping charges).

LOST SHIPMENTS

In the case of lost shipments, you should notify Customer Service at (888) 440-2563. The Company will file a claim with the carrier, which usually requires 3-5 days to investigate. If the shipment is not located, the Company will reship the order at the Company's expense; however, we cannot honor repeated lost shipment claims involving the same shipping address.

SHORTAGES

All orders are double-checked by our staff before being packaged and shipped. Occasionally an error is made. If you did not receive all of the products you ordered, you should notify Customer Service at (888) 440-2563 within 10 days of receipt of your order. We will ship any shorted product to you as soon as possible.

RETURNED SHIPMENTS

If a shipment is returned as undeliverable, the Company will attempt to contact you to correct the address. The order will then be reshipped to the corrected address at your expense.