

## Return Policy

**SHIPPING:** We generally ship all items within 1 or 2 business days of our receipt and acceptance of an order. If there is a delay affecting our ability to ship generally, we will attempt to conspicuously post that fact on this site. We ship through U.S. Postal Service, and packages can be tracked through their website.

We fill domestic orders via U.S. Postal Service priority mail, which generally results in delivery within 2 to 3 days. Amleon requires a signature at delivery for all orders with a value of \$250 or more. Requests for use of a courier service or overnight shipping cannot be processed on this website; however, we generally can accommodate these request if you place your order by phone at the telephone number first appearing above.

Unless otherwise expressly agreed in writing, **TIME IS NOT OF THE ESSENCE**, and any delivery date requested or provided is an estimate only. Amleon is not responsible for delays or for non-performance resulting from causes beyond its reasonable control, including acts of any government or acts of God.

**LOST PACKAGES:** If a package gets lost in transit (very rare, though it does happen), Amleon will not be responsible if the tracking information says the package was “delivered,” which means U.S. Postal Service or the courier service successfully delivered the package to the specified address. If the tracking information says delivered, yet it’s lost anyway, we ask that you check with housemates or family to see if they received the package without telling the intended recipient. This scenario happens fairly often.

**PACKAGE SENT TO WRONG ADDRESS:** If a package is sent to the wrong address, and the incorrect address was provided online by a customer, then the customer is responsible for the cost of re-shipping the item. We will re-ship the order once the original package has been returned to us. So please, when ordering, make sure your shipping address is accurate, as making any mistake could significantly delay the delivery.

When placing an order over the phone, we will read the delivery address (and other information you provide) aloud to help you be sure it is correct.

**PRODUCT DEFECTS & DAMAGED PACKAGES:** We allow three days from the date of delivery to notify us if there is any type of defect with a product or if the package it was in was damaged in transit. If we aren’t notified of defects or damages within the three-day window, it is understood that the package and products were in good condition upon delivery.

### RETURNS/REFUNDS:

We understand that you may need to return a product. Should you feel the need to do so, you have 30 days from the date of purchase to initiate the process. Please contact us at [info@amleohonholistic.com](mailto:info@amleohonholistic.com) and one of our Customer Care Representatives would be happy to assist you.

Limited to one return or exchange per customer. Only purchases up to \$110.00 qualify for a refund. We do not take returns based on taste. We typically process approved return/refund requests within 1-2 business days.

If your product was purchased through a Amleon Holistic distributor or retailer, you will need to go back to your original purchase location for any return or exchange.