



YOUR SATISFACTION - IN OUR PRODUCTS AND SERVICE - IS OF THE UTMOST IMPORTANCE. IF YOU ARE DISSATISFIED WITH YOUR PURCHASE FOR ANY REASON, CALL OUR CUSTOMER SERVICE TEAM.

All claims for damage or shortage must be made within 10 days of receipt of goods. All returns require Return Authorization which may be requested from Customer Service toll free at (844) 430-7757.

## RETURN POLICIES

**Retail Sales' Return Policy:** We accept unopened merchandise that has not been tampered with and is in its original condition for replacement or refund. Please call Customer Service US toll free at (844) 430-7757 within 10 days of receipt of the product for a Return Authorization number (RA). Return the product(s) to:

Trusted Science, LLC  
Attn: RA # \_\_\_\_\_  
26800 Crown Valley Pkwy, Ste 560  
Mission Viejo, CA 92691-8031

Return Authorizations expire 14 days after issuance. Please return product(s) promptly. Once the return is satisfactorily received, a replacement product will be shipped or a full refund of the purchase price (excluding shipping and handling charges [5% restocking fee]) will be made within 2 business days to the same credit card used to make the original purchase.

**Wholesale/Distributor Sales' Return Policy:** In order to provide quality products to all of our customers, it is important to control the environment in which our products are stored. Because we lose control of this when the products leave our possession, we do not accept returns for Wholesale or Distributor sales. All sales are final. The exception is damaged product. Damaged product must be reported to Customer Service at 844.430.7757 (US Toll Free) or 949.324.0950 (International) within 10 days of receipt, and reports must be accompanied by photographic evidence. Damage incurred during shipment is the responsibility of the freight carrier. All claims will be resolved based on the merits of the claims' investigation. If it is determined Trusted Science is responsible for the loss, the damaged product will be replaced or refunded, in Trusted Science's sole discretion.

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## **CANCELLATION POLICIES**

**Retail Order Cancellation Policy:** To cancel an order, call Customer Service US Toll Free at 844.430.7757. As long as the order has not shipped, we will cancel it at no charge and refund any payment made to the same credit card used to place the order.

**Wholesale/Distributor Order Cancellation Policy:** Wholesale/Distributor orders may be cancelled only if not ready for shipment or already shipped at the discretion of Trusted Science. Contact Customer Service at 844.430.7757 (US Toll Free) or 949.324.0950 (International) as soon as possible to inquire further.