



## Shipping & Return Policy

(06-01-2020)

### **CUSTOMER REFUNDS AND PRODUCT RETURN**

#### **Customers and VIPs:**

If for any reason a AMPLIFEI™ product does not meet your expectations, simply return it within 30 days of the date of receipt for a refund of the product price, less shipping & handling and a 10% restocking fee.

AMPLIFEI™ VIPs may return product that is in resalable condition (i.e., unused, unopened, not expired) within twelve (12) months of purchase for a 90% refund of the product price, excluding shipping and commissions previously earned.

- All returns, whether by a Customer, or a VIP, must be made as follows:
- Obtain a Return Merchandise Authorization (“RMA”) from an AMPLIFEI™ Customer Service Representative by submitting a request to [support@amplifei.com](mailto:support@amplifei.com).
- Ship items to the address provided by providing a copy of the invoice with the returned products and include the RMA number provided by an AMPLIFEI™ Customer Service Representative.
- All returns must be shipped to AMPLIFEI™ prepaid as AMPLIFEI™ does not accept shipping collect packages. If returned product is not received by AMPLIFEI™, it is the responsibility of the Customer or VIP to trace the shipment before product credit will be applied.”

The return of \$500 or more of products accompanied by a request for a refund within a calendar year, by a VIP, may constitute grounds for involuntary termination.

### **PLACING AN ORDER**

It is highly recommended that personal information (name, address, phone number and email) be verified before order submission as once the shipment is in the care of the US Postal Service or other carriers, we cannot, by regulation make changes nor can we guarantee delivery.

### **DOMESTIC ORDERS**

AMPLIFEI™ ships within the continental U.S.A, which includes Hawaii, Alaska, Puerto Rico, British Virgin Islands, U.S. Virgin Islands, and all APO/FPO/PPO addresses.

### **INTERNATIONAL ORDERS**

AMPLIFEI™ can ship products to other countries outside of the U.S.A.

It is important to become familiar with Customs policies for your specific country before ordering. Customs regulations differ by country and not knowing regulations can result in your order incurring high import duties, delivery being delayed, product being destroyed, or returned and it is not uncommon for products legally sold and distributed in one market to be regulated or even prohibited in another. In fact, it’s common for unregistered products

arriving at a country's border to be stopped or seized by Customs authorities. Many countries limit, restrict, or even prohibit ingredients that are freely available in another. For example, a recent "Psychoactive Substances" legislation has been passed in a number of countries governing how, when, and where a large set of ingredients can be used including the use of Cannabis and Hemp products. Please check with your Customs Office to see if your country permits the shipment of the products you are planning to order, and whether any additional licenses or permits are needed.

**By placing an International order you agree to the following:**

- Customers and VIPs acknowledge responsibility of, and agree to abide by, their country's import laws and restrictions, and agree to assume total responsibility for confiscated, lost, delayed, or destroyed shipments due to import restrictions, etc. In the event a package is confiscated, lost, delayed, or destroyed by customs, we are, unfortunately, not able to offer a refund.
- Customers and VIPs acknowledge that, on a case-by-case basis, a lost international package may result in a Company credit, less shipping & handling and a 10% restocking fee.
- For International orders, if your package is lost you can file a claim by emailing [support@amplifei.com](mailto:support@amplifei.com). Please Note: all International claims are handled on a case by case basis
- It is the responsibility of the Customer and VIP to provide accurate international shipping information.
- In the event the Customer decides to change the shipping address originally included with the online order, a new order must be submitted as AMPLIFEI™, is not responsible for replacing/reimbursing misrouted packages to customers after a change of address.
- Customers and VIPs are responsible for all import taxes and/or customs duties, and shipping fees including any and all expenses for lost, damaged, spoiled, stolen, delayed, redirected, and re-routed shipments.

**SHIPPING CARRIERS & SHIPPING TIMES**

AMPLIFEI™ uses multiple carriers, which can take up to 3–5 days for delivery. International, APO/DPO and PPO locations can take anywhere from 5-12 days for arrival depending on the destination. If you have not received your order within the allotted timeframe, please contact our AMPLIFEI™ Customer Support team at [support@amplifei.com](mailto:support@amplifei.com).