

## RETURN POLICY

At Refresh we want our customers to be totally satisfied. We offer a 30-day hassle-free return policy.

If you are not 100% happy with the purchase of your Refresh, you can return it for a full refund, less the shipping fees. The item(s) that you are returning must be in the original packaging and at minimum ¼ of the product remaining. Clients are responsible for the return shipping fees.

Returns must be arranged within 30 days of date of shipping, and the item(s) must be received within 30 days of authorizing the return.

Procedure for returning your order:

1. Contact Refresh within 30 days of your date of purchase, and obtain an authorization code.
2. Before returning your order, mark the parcel clearly with the authorization code. Refund cannot be executed for products not showing the authorization code.
3. Please send in original package (essential requirement) by Canada Post standard service. The cost of this return shipment will have to be pre-paid by the customer.

Please note that fully consumed Refresh will not qualify for refund under this Return Policy.

Refresh will inspect the returned product(s) within 72 hours of receipt and a refund will automatically be applied to your credit card or original method of payment within seven days. Depending on the financial institution, it may take several days for the credit to show in your account.

For all damaged and incorrect shipments, authorization for return must be obtained within seven days of receipt of your order and original packaging must be included in return shipment, as well as a copy of your original sales receipt.

For more information on our return policy please contact us at 604.533.5334.