

# RETURNS POLICY

## For All Returns

Activation Products strives to ensure our customers' satisfaction.

If you would like a refund on your first 1 or 2 bottles you do not need to return the bottles. For refunds on subsequent orders or orders of 3 or more bottles, we do ask that the bottles be sent back.

All refunds on bottles from the same order must be processed together. Refunds will only be issued for bottles received (on orders of 3 or more). Only one Return Authorization number will be assigned to any individual order.

**You may return items sold by Activation Products Inc. within 60 days of the date of delivery for a refund of the product price only (shipping fees are non-refundable).** The cost of return shipping is the responsibility of the customer. Any package returned as refused will be refunded the cost of the product minus any return shipping fee, if applicable. Additionally, packages returned as undeliverable may be reshipped at the customer's expense. Activation Products Inc., at their discretion, reserves the right to waive any of these fees on a case-by-case basis. Activation Products Inc. will pay the cost of return shipping, plus refund the original cost of shipping if the return results from our error. Items should be returned in their original product packaging.

## Receiving a Refund

After we receive and process your return we will refund your product or products. Please allow:

- **5 to 7 business days for us to receive your return from the shipper**
- **12 to 14 business days for us to process your return**
- **The time it takes your bank to process our refund request (see below)**

We'll notify you via email of your refund once we've received and processed the returned item.

Please use this form and include it in your package.

## Where to send returns

### **US/International returns via REGULAR MAIL ONLY:**

Returns Department Activation Products  
PO Box 61553  
Savannah, GA 31420

### **US/International returns via FEDEX or UPS ONLY:**

Returns Department Activation Products  
730 King George Blvd, Suite B  
Savannah, GA 31419

### **Canadian returns to:**

Activation Products Inc.  
500 Ball St.  
Cobourg, ON K9A 5P3  
Canada

## How Returns are Issued

### If you paid by...

Credit Card  
Bank Account/Debit Account  
PayPal

### Your refund will go to your...

Credit Card  
Bank Account/Debit Account  
PayPal

Please allow 5-10 business days after your return is processed for the funds to appear in your account.

## Questions about returns?

Please contact our Client Loyalty Team by telephone at 1-866-271-7595 or by email at [support@activationproducts.com](mailto:support@activationproducts.com). We are available Monday to Friday from 9 a.m. to 5 p.m. EST

### AUTHORIZATION FORM

<b>RA# (Order ID)</b>	
<b>DATE</b>	
<b>NAME</b>	
<b>ADDRESS</b>	_____
<b>EMAIL</b>	
<b>PHONE</b>	
<b>PRODUCT</b>	
<b>QUANTITY</b>	

Please explain why you are returning the products below. Thank you!

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**CUSTOMER SIGNATURE:** \_\_\_\_\_

**RETURNS CLERK:** \_\_\_\_\_ **DATE:** \_\_\_\_\_