



### **Return and Cancellations:**

**We want you to be completely satisfied with your purchase**, and strive to provide expert guidance to help you choose the best possible products for your needs.

We also understand that sometimes a product just doesn't quite fit. This is why we make returns easy.

### **Submit a return request:**

Submit your return request via this online form. Return requests can take up to 3 days to process. we thank you for your patience.

A Return Merchandise Authorization (RAM) number is required for all returns. Only merchandise in resalable condition will be considered for return or credit.

Resalable condition is defined as meeting the same standards as the newly manufactured product and must be in the original packaging with all the Instructions, warning etc. We reserve the right to determine resalable of a product.

Credit will be issued in the same manner as the original payment method. Your refund will be initiated within a maximum time frame of 5 working days after your returned item has been received by us. We highly recommend the use of a shipping method such as UPS, USPS, or Fed Ex. remember to write your RMA number on the outside of the shipping box. Be sure to obtain a tracking number for your package. We cannot be held responsible for your returned package unless you have obtained proof that it was delivered to us per tracking.

Transportation of product on return to O2BH is the responsibility of the purchaser.

### **RESTOCKING CHARGE:**

A restocking fee of 15% will be applied to all machines unless the return is due to an O2B healthy error or where alternative arrangements have been agreed to between both parties. If the machines are not returned in other than "like new" condition, you may be subject to additional restocking fees.

### **SHIPPING AND HANDLING**

Please be sure your physical and email address is correct.

We do not ship to PO boxes, a physical address is required for all shipments at all times.

Shipping cost are not refundable. Customers are responsible for round trip shipping on all return items. If you received free shipping then actual outbound shipping cost will be deducted from your refund.

O2B Healthy will not be liable or responsible for damage or loss of goods left on your instructions at your designated delivery address regardless of the method of shipping.

Customer must inform O2BH customer service of damaged product(s) within 7 days after receipt of merchandise.

All merchandise is insured for \$100.00 at no extra cost to our customers. If you require additional insurance, please contact us at: [sales@o2bhealthy.org](mailto:sales@o2bhealthy.org) prior to goods being shipped.

Our carriers include UPS, USPS, Fed Ex, if you have a preference of carrier, please advise when order is placed.

Customer must inform O2BHealthy customer service of damaged product within 7 days after receipt of product.

O2BHealthy must receive shipping returns within 14 days from date of receipt by customer, if unable to comply, please contact customer service for special authorization.

If any product is out of stock and need to be back ordered, we will notify you immediately via email.

#### **ORDER CANCELLATION:**

To cancel an order please call us at 877-938-3860 or 407-450-0292- it must be authorized before cancellation. Orders can be cancelled or changed if it is not in transit.

You will receive an email either confirming the cancellation or stating that we were unable to cancel. Please allow 48 hours for confirmation.

Once an order has already been shipped, it cannot be cancelled, rerouted, or redirected. A delivery refusal on machines will be subject to a restocking fee of 15% and charges for round trip shipping cost.

#### **PAYMENT:**

Payment in full is required before we can begin processing your order. Our goal is to ship all orders within 14 days upon receipt of payment.

If our commitment to you is not accomplished, please contact us at [sales@o2bhealthy.org](mailto:sales@o2bhealthy.org).

You can utilize a variety of payment options including, Visa, MasterCard, Discover and Checks.

#### **PRODUCT AND PRICES:**

All prices are subject to change with notice.

- The minimum order placed via credit card we accept is \$15.00.
- All items purchased in the State of New York is applicable to the current sales tax.
- You can request your invoice via email, or be mailed.

#### **WHEN YOUR SHIPMENT ARRIVES**

**Upon delivery please check the outside surface of the boxes/boxes thoroughly.**

**If the box appeared damaged, punctured, crushed, dented, torn or wet, PLEASE NOTE this condition on all copies of the Delivery Receipt BEFORE YOU signed the copies individually.**

**Note the damage in full detail on delivery receipt, and write "PACKAGE DAMAGED" when you sign for delivery. This is VERY IMPORTANT.**