

# **INTERNATIONAL SHIPPING AND RETURNS POLICY**

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## **Where do you ship to?**

**Elevacity Global ships to the USA and Canada. Except where official written permission is granted by Elepreneur's International Business Development Group (IBDG), shipping of Elevacity Global products to destinations outside, the US and Canada is prohibited.**

## **Can I ship Elevacity's products into another Country?**

**Not without written permission from Elepreneur's International Business Development Group (IBDG). It's 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; consequently, neither Elepreneur nor Elevacity Global accept any responsibility for products shipped to destinations outside of the USA and Canada.**

## **Can I use freight-forwarding service?**

**The use of freight and postal forwarding services to accommodate the export of products to countries outside of the USA and Canada is prohibited; moreover, it often results in Customs seizures, high taxes and/or duties and other more serious complications.**

## **Are the ingredients in Elevacity Global products legal for use in my home country?**

**All countries have unique laws and regulations governing the sale and distribution of products within their borders. Many countries limit, restrict or even prohibit ingredients that are freely available in another. For example, 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. Because a small number of these listed components are legally included in our USA formulations, some of our products are not legal for import in these locations.

**How long does shipping take within the USA?**

We ship either Fed-Ex Smartpost or USPS Priority, which can take up to 3-5 days to arrive.

**How long does International shipping take?**

International shipping by currently takes between 7-14 days, though we can't make any guarantees in cases of inclement weather delays. Customs is the #1 reason for any delays you might experience. International shipping only occurs when written consent and approval has been obtained by our IBDG and which holds all exclusive rights to ship internationally.

**What happens if my package is seized?**

If your product is shipped into a Country permitted by Elepreneur, LLC, (currently the US and Canada) the package should not be seized. It is very important that you make sure that you are shipping to a permitted country. If not, the ingredients may not be scheduled in your country. If ingredients are not scheduled, it is extremely unlikely your package will be seized. In the event that your order does get seized with Customs, unfortunately we are not able to offer a refund if it was shipped to a Country not permitted by the company. International shipping (except Canada) is prohibited without expressed consent by our IBDG and a violation of our policies.

**My country has high import taxes. Can you reduce the listed value of the contents?**

We are unable to reduce the value of your order, nor can we change the description or mark it as a gift. This applies to all international and domestic orders of any value.

**I need to change the address of an order I just placed, can I do this?**

Send us an email at [support@elevacity.com](mailto:support@elevacity.com) or call Customer Service as quickly as possible at 1-800-518-0284. If your order has not shipped we can change the address for you.

**What is your returns policy?**

We offer a 30 day no questions asked money back guarantee for all unopened products. Please see our detailed Shipping and Return Policy located on our website [www.elevacity.com](http://www.elevacity.com) and/or located in the box it was received. Please be advised return postage is not covered by Elevacity Global, LLC or Elepreneur, LLC.

For additional questions please email us at [support@elevacity.com](mailto:support@elevacity.com) and we'll be happy to assist you or contact us at 1-800-518-0284.