



elevAcity™

INTERNATIONAL SHIPPING & RETURN POLICY

OCTOBER 2018

WHERE DO YOU SHIP TO?

Elevacity Global, LLC now ships to the U.S., Canada, Australia, and New Zealand. Except where official written permission is granted by Elepreneurs International Business Development Group (IBDG), shipping of Elevacity Global products to destinations outside the U.S., Canada, Australia, and New Zealand is prohibited.

CAN I SHIP ELEVACITY'S PRODUCTS INTO ANOTHER COUNTRY?

Not without written permission from Elepreneurs 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 Elepreneurs nor Elevacity Global accepts any responsibility for products shipped to destinations outside of the USA, Canada, Australia, and New Zealand.

CAN I USE FREIGHT-FORWARDING SERVICE?

The use of freight and postal forwarding services to accommodate the export of products into other countries outside of the USA 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, 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. Because a small number of these listed ingredients are legally included in our USA formulations, some of our products are not legal for import into other countries.

HOW LONG DOES SHIPPING TAKE WITHIN THE USA?

We ship using UPS, which can take up to 3–5 days to arrive. APO/DPO and FPO locations can take anywhere from 5–12 days depending on the location and is shipped using USPS.

HOW LONG DOES INTERNATIONAL SHIPPING TAKE?

International shipping currently takes between 5–14 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 IBDG, 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 Elevacity Global (currently the U.S., Canada, Australia, and New Zealand) the package should not be seized. It is very important that you make sure 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 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 outside of our permitted countries is prohibited without expressed consent by 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 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 (less a 10% restocking fee). Please see our detailed Shipping & Return Policy located on our website at 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 Elepreneurs, LLC.

FOR ADDITIONAL QUESTIONS

Email us at support@elevacity.com or contact us at 1-800-518-0284 and we'll be happy to assist you.