

For All Returns

If you would like a refund on your FIRST order of any product, you do not need to return the bottles (unless you ordered 4 or more bottles of that one product). Your second order is also eligible for a refund without bottle return, IF it is only the second bottle of any individual product that you have ordered.

All other returns require that bottles be sent back, unopened.

- **Refund scenarios** (please note that these are not exhaustive):
For example, if your **first order** was for one bottle of Oceans Alive and then you placed a **second order** for one bottle of Oceans Alive, both of those bottles would be eligible for a refund *without bottle return*. **Third and subsequent orders** of Oceans Alive would not be eligible for refunds *unless the bottles were returned unopened*.

If your **first order** was for two bottles of Oceans Alive, only that one order would be eligible for refund without bottle return. All subsequent Oceans Alive orders would require that bottles be returned, *unopened*.

Please note, if your first order of Oceans Alive was for 4+ bottles, you would need to return the bottles. Unfortunately, we cannot make exceptions to this rule due to warehouse logistics.

All refunds on bottles from the same order must be processed together. Only one Return Authorization number will be assigned to any individual order.

Please note that we do not offer refunds on repeat orders of any individual product, with the exception of your second bottle if it was ordered separately from the first.

In the case of Auto Delivery subscriptions ONLY, the *first* 60 days worth of product remain eligible for a refund as long as the Auto Delivery Policy and the Bottle Return Policy are adhered to.

Please see the section, Auto Delivery Policy, below for more information on Auto Delivery subscriptions and cancellations.

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.

Auto Delivery Policy

Auto Delivery orders come with a minimum 60-day term. After the first 60 days, we require 10 business days' advance notice to cancel Auto Delivery subscriptions. This gives our warehouse time to prevent your next order from shipping out. After the first 60 days, if you want to pause your subscription, Auto Delivery orders may be put on hold for a maximum of 60 days. Your adherence to this policy is the best way for Activation Products to offer discounts for Auto Delivery. Some conditions may apply. Placing an Auto Delivery order with Activation Products indicates a legally-binding acceptance of the terms outlined in this policy. If you have a concern, please speak with a member of our customer loyalty team.

Receiving a Refund

We will refund the cost of your product or products after we receive and process your return. 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 fill out the form on page 3 and include it in your package.

Where to send returns

US/International returns:

Activation Products Inc.
6804 E. 48th Avenue, Unit D
Denver, CO 80216
USA

Canadian returns:

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
Amazon Payment

Your refund will go to your...

Credit Card
Bank Account/Debit Account
PayPal
Amazon Payment Account

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. We are available Monday to Friday from 9 a.m. to 8 p.m. EST

