

## **KRAM Wellness Group, Inc.**

### **RETURN POLICY**

We want you to be thrilled with your purchase, but if you want to return and get a refund on your purchase within 30 days of your purchase, please follow the steps below.

#### **Purchases on Our Website**

**Returns** - Please email us at [info@kramwellnessgroup.com](mailto:info@kramwellnessgroup.com) to receive a Return Authorization Number. Please include this number and return your purchase in the original packaging (including all printed inserts) within 45 days from the receipt of your shipment. Once your return has been received and inspected, we will issue a refund, less shipping costs and a 10% re-stocking fee.

**Refunds** - Refunds will be provided in the same way that the initial payment was made (e.g. Visa payments will be refunded directly to your Visa).

Please note that exchanges and returns must be in their original packaging and in re-sellable condition. We also cannot accept a return if your item arrives damaged, or issue a refund if your package is lost, when you ship it back to us.

#### **Order Changes & Cancellations**

Because our system automatically processes your order almost immediately after you make your purchase, it is not possible to cancel or change your order before it is fulfilled. If you make an order that you wish to cancel, you can start the return as above once after you have received it.

#### **Customs Duties**

KRAM Wellness Group, Inc. is not responsible for any customs, duties or import fees associated with receiving your order.

#### **Defects**

We pride ourselves in our quality but if you receive a product that you believe, please email [info@kramwellnessgroup.com](mailto:info@kramwellnessgroup.com) with pictures of the product defect, so that we can take care of you! In most circumstances, we will exchange the defective item for a brand new one.

*Note: if the defect was caused by improper use or care, it will not be considered a manufacturer defect, and we will not be able to replace your product or offer you a refund.*

#### **Shipping Damage**

In the rare circumstance that you receive a damaged package, please email [info@kramwellnessgroup.com](mailto:info@kramwellnessgroup.com) within 7 days of receiving your package and be sure to hold on to the original packaging (which becomes part of the claim process with the postal carriers).

#### **Item Undeliverable/Returned to Sender**

KRAM Wellness Group, Inc. cannot be held responsible for undeliverable or carrier-returned packages. If, for any reason, a postal carrier is unable to successfully deliver an item to the address provided and/or your package is returned to sender, you will be responsible for reshipment postage fees.

If a package is returned to sender and you decide not to have us reship the package, we will issue a refund for the item, less a 10% restocking fee. Original shipping costs will not be refunded.

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