

# Schwarzbein

## Refund Policy

### ALL RETURNS MUST BE PRE-AUTHORIZED

#### Summary

- Check below to see if the merchandise is eligible for return
- Request a Return Merchandise Authorization (RMA)
- Receive a prepaid US Postal Service (USPS) shipping label via email
- Return merchandise to us using the prepaid USPS shipping label
- We inspect the returned merchandise and date of postmark
- If returned merchandise is acceptable, we issue your refund
- Refund equals price you paid for returned items minus cost of return shipping
- Refunds are made only by crediting the credit card or PayPal account through which the purchase of the returned items was made

#### Refund Process

To request a Return Merchandise Authorization (RMA), log in to your *My Account* page on the website, select *Orders*, and select the order you wish to return. Request either a partial or full return. If your request is accepted, we will email you a prepaid shipping label. Refunds will be processed only after we timely receive and accept the returned items.

For help with this process, on the website, click on Contact and fill out the *Contact Us* form, or send an email to support@drscharzbein.com.

### IS YOUR MERCHANDISE ELIGIBLE FOR RETURN?

#### Supplements

- Must have been purchased no more than 30 days prior to request for an RMA
- Must be unopened and container undamaged
- If any part of a Supplement Package is returned, you will be refunded the pro rata, discounted price of the respective unopened returned items

#### Printed Books and DVDs

- Must have been purchased no more than 30 days prior to request for an RMA
- Must be undamaged and show no signs of use

#### Electronically Delivered Materials

- Sales of online courses, webinars, e-books, and all other electronically delivered materials are final, as it is not possible to actually return such materials.
- We will assist you in resolving technical issues that may have prevented you from accessing or otherwise using electronically delivered materials you purchased.