

SHIPPING & RETURN POLICY

JULY 1st, 2021

RETURN POLICY:

If for any reason a HAPInss Brands™ product does not meet your expectations, simply return it within 30 days of the date of receipt for a refund of the product price, less shipping & handling fees, and a 10% restocking fee.

All returns, whether by a customer or a VIP Reseller, must be made as follows:

- Please call Customer Service at 1-833-833-2683 to obtain a Return Merchandise Authorization (RMA) number or for a quicker response open an e-ticket or chat through your Customer/VIP Reseller Portal.
- Please print in bold writing the RMA number on the outside of each shipping box returned. Items shipped with missing RMA numbers will not be processed. RMA numbers are good for 30 days.
- HAPInss Brands™ does not accept shipping collect packages. All orders returned must be prepaid and returned in their original packaging. If returned product is not received by HAPInss Brands™, it is the responsibility of the Customer or VIP Reseller to trace the shipment before product credit will be applied.
- All returns may be shipped through a carrier of your choice to: **HAPInss Brands™ c/o Brilliant, 4051 N Highway 121 Suite 499, Grapevine, TX 76051**
- Submit the RMA and tracking number into an e-ticket through your Customer/VIP Reseller Portal. A Customer service agent and follow-up email will provide any further details.

Note: VIP Resellers may return product that is in resalable condition (i.e., unused, unopened, not expired) for a 90% refund of the product price, excluding shipping and handling fees and commissions previously earned.

HAPInss Brands does not provide substitutions or exchanges on nutritional supplements. For Customer and VIP Resellers, full or partial refunds will not be issued on products purchased as part of a multi-product, single sku purchase. HAPInss Brands™ will not offer refunds on special pricing for events such as annual conventions, training events, or clearance items.

REFUND POLICY

Once product is received and inspected (usually within 72 hours of receipt), your refund will be processed and automatically applied to your credit card or the original method of payment within two (2) business days. Please note that depending on your credit card company, it may take an additional 2-10 business days after your credit is applied, for the credit to post to your account.

SHIPPING POLICY:

When placing an order, it is highly recommended that personal information such as your name, address, phone number and email have been verified prior to submitting your order as once the shipment is in the care of our distribution providers, we cannot by regulation make changes to your order, nor can we guarantee delivery.

ORDER TRACKING: Once you have submitted your order and your product has shipped, a tracking identification will be sent to your email to monitor.

DOMESTIC ORDERS: HAPInss Brands™ ships within the continental U.S.A, which includes Hawaii, Alaska, Puerto Rico, British Virgin Islands, U.S. Virgin Islands, and all APO/FPO/PPO addresses.

INTERNATIONAL ORDERS: HAPInss Brands™ currently ships products to Canada outside of the U.S.A.

It is important to become familiar with Customs policies for your specific country before ordering. Customs regulations differ by country and not knowing regulations can result in your order incurring high import duties, your delivery being delayed, product being destroyed, or returned. It is not uncommon for products legally sold and distributed in one country to be regulated or even prohibited in another. In fact, it is common for unregistered products arriving at a country's border to be stopped or seized by Customs authorities. Many countries limit, restrict, or even prohibit ingredients that are freely available in another.

Please check with your Customs Office to see if your country permits the shipment of the products you are planning to order, and whether any additional licenses or permits are needed.

FREIGHT FORWARDING: HAPInss Brands™ does not deliver products directly to the Mid-Atlantic and Caribbean regions such as. For delivery to these regions, you must contact a Freight Forwarder who will receive the shipment and forward it to these locations. HAPInss Brands™ does not recommend specific companies for this service and is not responsible for items lost or damaged through freight forwarders. Refunds will not be issued when freight forwarders are used.

BY PLACING AN INTERNATIONAL ORDER, YOU AGREE TO:

- Customers and VIPs acknowledge responsibility of, and agree to abide by, their country's import laws and restrictions, and agree to assume total responsibility for confiscated, lost, delayed, or destroyed shipments due to import restrictions, etc. In the event a package is confiscated, lost, delayed, or destroyed by customs, we are, unfortunately, not able to offer a refund.

- Customers and VIPs acknowledge that, on a case-by-case basis, a lost international package may result in a Company credit, less shipping & handling, and a 10% restocking fee.
- For International orders if your package is lost, you can file a claim by submitting a ticket or calling customer service at 1-833-833-2683. All International claims are handled on a case-by-case basis.
- It is the responsibility of the Customer and VIP Reseller to provide accurate international shipping information.
- In the event the Customer decides to change the shipping address originally included with the online order, a new order must be submitted as HAPIInss Brands™ is not responsible for replacing/reimbursing misrouted packages to customers.
- Customers and VIPs are responsible for all import taxes and/or customs duties, and shipping fees included for all expenses for lost, damaged, spoiled, stolen, delayed, redirected, and rerouted shipments.

DELIVERY OPTIONS:

HAPIInss Brands™ now offers multiple shipping options for both our VIP Resellers and Customers:

Economy: Delivery within 7 business days unless otherwise specified. Available within the 48 contiguous U.S. States

Standard: Delivery within 5 business days unless otherwise specified. Available within the 48 contiguous U.S. States

Expedited: Delivery within 2 business days. Orders made after 12:00 p.m. will ship on the next business day. Available only within the 48 contiguous U.S.

SHIPPING CARRIERS & SHIPPING TIMES

HAPIInss Brands™ uses multiple carriers, which can take up to 2–8 days depending on your delivery preferences.

International, APO/DPO and PPO locations can take anywhere from 5-12 days for arrival depending on the destination. If you have not received your order within the allotted timeframe, please contact Customer Support team at

1-833-833-2683 or submit a support ticket through your Customer or VIP Reseller Portal.

704 South State Road 135, Suite D #399 Greenwood, IN 46143 1 (833)
833-2683