



# RETURN POLICY

*We guarantee the quality of our products and want you to be 100% satisfied with your purchase! If you find a Transformation™ product purchase does not perform to your expectations, you can return your order for a refund within 30 days of receipt.*

Transformation Enzyme® products meet and exceed industry quality control guidelines. Our quality assurance is guaranteed through third-party testing and strict adherence to Good Manufacturing Practices (GMPs). Transformation Enzyme Corporation (TEC) guarantees to meet or exceed the label specifications and client satisfaction. As a quality control measure, our Clinical Services team may further inquire to ensure clear expectation and implementation of products.

## TERMS & LIMITATIONS:

- All returns must be authorized in advance. Returned products must not be defaced, marked, stamped, externally priced/labeled, or otherwise damaged and unsuitable for resale.
- Shipping and handling charges are non-refundable.
- Education, books, and accessories are not eligible for refunds.
- Returns within 30 days of purchase are issued a refund to the original method of payment.
- After 30 days of purchase, TEC can issue an account credit for returned products minus a 25% restocking fee.
- Due to the storage requirements for probiotics, we are unable to accept the return or exchange of probiotic products after 30 days of purchase.
- After 60 days of purchase, no account credit or refund will be issued.

## Damaged or Missing Products:

- Any claim of damaged or missing products must be requested within 24 hours of receipt. Customer must keep the original box(es) and packing material so that our shipper can inspect the damage.

## Third Party:

- Any purchase of Transformation™ products from a third party should request a refund/credit from the clinic, dispensary, and/or store from which they were originally purchased.



## Questions?

Toll Free 1-800-777-1474

Email [customercare@tecenzymes.com](mailto:customercare@tecenzymes.com)

Maximum \$2,000 limit on any return • No returns from Private Label orders, contact [privatelabel@tecenzymes.com](mailto:privatelabel@tecenzymes.com)