

## Our Policies

### WELCOME TO OUR ECOMMERCE WEBSTORE

The website (the ?Site?) is comprised of various web pages operated by (?The Company?) and is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein (the ?Terms?). Your use of this website constitutes your agreement to all such Terms. Please read these terms carefully, and keep a copy of them for your reference.

### ORDER STATUS

**USPS Express orders** need to be **Completed by 12 PM Pacific Standard Time (California Time)** to be shipped out the same day.

**On-Hold** ? You place an order on the website. Your credit card failed, the product is not in inventory, there is another issue and we need to contact you.

**Cancelled** ? Credit card denied or the product is not in inventory. We will attempt to contact you by phone,email, or SMS Text. We could not reach you. If we charged your credit card we will issue a refund.

**Processing** ? We charged your credit card. We are picking your products and then packing them for shipping. We are creating shipping label.

**Failed** ? Credit card denied, Please try another one.

**Refunded** ? Order was refunded using Returned Merchandise Authorization Policy

**Completed** ? Your Order has been shipped. You will be sent an email/SMS text tracking number along with any customer notes for the order

### SHIPPING POLICY

We ALWAYS send out orders on time. Any order made before 3:00 p.m. PST will go out the same day. Any order placed after 1: p.m. PST will go out the following business day. Orders placed on Saturday and Sunday will go out on Monday, or the next business day if Monday is a holiday. We cannot send out packages on holidays, obviously, because the post office is closed. If we have a question or problem with your order, we will contact you by email.

We use either USPS or Fedex to ship. We cannot control the amount of time it takes for a package to arrive. They usually take between 3 to 5 days after the tracking is scanned. Sometimes (rarely) the post office loses a package and it takes a little longer. Our best advice is to plan ahead and order larger orders.

### TRACKING POLICY

Our number one most asked question is ?Where is my package??

We would like to explain our shipping process, and what happens after that.

First of all, when we package your order, we print a shipping label with a tracking number.

The tracking number does not become active until it is scanned by the post office.

We then bring the package to the post office, and place it in the package drop. After that there is nothing we can do to make the delivery go any faster. We send thousands of packages, and can count on one hand the number of packages that were never delivered. Please do not ask us where your package is, just check the tracking at this link

### USPS Tracking

(<https://tools.usps.com/go/TrackConfirmAction!input.action>)

### Fedex Tracking

<https://www.fedex.com/apps/fedextrack/?action=track>

Please try to understand that we do not own the post office, and there nothing that we can do to make your package arrive faster. We will only get the same information off the tracking as you will, we will not know one thing more than the tracking shows.

The post office doesn't always scan the packages.

The post office does not always update the tracking.

If your package does not arrive after 7 days, please contact us at [info@nationalremedies.com](mailto:info@nationalremedies.com)

#### OUT-OF-STOCK PRODUCTS

We will ship your product as it becomes available. Usually, products ship the same day if ordered by 3:00PM Pacific Standard Time (California Time) , or by the next business day if your order is received after this time and for orders received on Saturday, Sunday or any major holiday. However, there may be times when the product you have ordered is out-of-stock which will delay fulfilling your order. We will keep you informed of any products that you have ordered that are out-of-stock and unavailable for immediate shipment. You may cancel your order at any time prior to shipping. You may also ask for a refund for the Out-of-Stock Products prior to shipping or up to 12 hours after your order.

#### REFUNDS AND EXCHANGES

We accept Returns for Refunds and Exchanges. We offer a 30-day 100% satisfaction guarantee, no questions asked. The return must be initiated on or before the 30th day from the purchase date. Products returned must be returned in the original packaging in order to receive a full refund or exchange. [Detail Return Policy](#)

#### DOMESTIC RETURNS

For Domestic orders (inside the U.S.) please check below to initiate your return and follow the steps provided. This must be done on or before the 15th day from the purchase date in order for the return to be accepted. [Detail Return Policy](#)

#### EASY PRODUCT RETURNS

As part of the returns process you will be notified of your refund amount after you select the return shipping method. The refund will be paid out to you once the package is confirmed as delivered back to us. The refund will automatically be applied to the original method of payment within 2-4 business days. If your purchase was made with a gift card that has a Visa, Mastercard, or AMEX logo your refund will go back to that gift card since that was the original form of payment. Refunds will not be issued for returns of empty packaging.

#### RETURN SHIPPING COST

If a product was defective or you received the wrong item, we will pay for the return shipping. Otherwise, the customer is responsible for the return shipping costs. The cost of shipping is taken care of through the returns process, the cost of shipping will be deducted from the refund amount, and a paid label will be provided when the return is initiated.

#### INTERNATIONAL RETURNS

Please fill out the Return Request Form to initiate a return. Then ship your order back to us at our physical location. The postmark date must be on or before the 90th day from the purchase date in order for the return to be accepted.

### **National Remedies**

Email , Chat or call us for current address.

#### REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item and of the refund status. A credit will automatically be applied to the original method of payment within 2-4 business days. If your purchase was made with a gift card that has a Visa, Mastercard, or AMEX logo your refund will go back to that gift card since that was the original form of payment. Refunds will not be issued for returns of empty packaging. Refunds will not be issued for original shipping costs if items are returned as not satisfactory or due to an incorrect address not at the fault of Powder City.

#### LATE OR MISSING REFUNDS (DOMESTIC AND INTERNATIONAL)

If you haven't received a refund yet, we ask that you first check your bank account to confirm the funds have not posted. Then contact your bank or credit card company to inquire if anything is pending. It may take some time before your refund is officially posted. There is often some processing time before a refund is posted and funds are available. If you've done all of this and you still

have not received your refund yet, please contact us.

#### EXCHANGES (DOMESTIC AND INTERNATIONAL)

A product can be exchanged for the exact same product as a replacement if there is a problem with the quality or if it is damaged. Exchanges are not permitted for different products of the same or similar value. If you would like something different a return for refund and a new purchase would need to occur.

If you need to exchange your item, fill out the Exchange Request Form and send your item to:

#### **National Remedies**

Email , Chat or call us for current address.

#### RESHIPS (DOMESTIC AND INTERNATIONAL)

##### **Incorrect address provided**

In situations where an incorrect address has been provided on the order and orders are returned to THE COMPANY. A reship of the order is possible and is subject to a reship fee. The fee is the same as the cost of shipping to send the package out again. If free shipping was the original option, then the regular cost of shipping for the order is assessed for the reship.

#### REWARD POINTS

The Company/ Ecommerce Website provides Reward Points as a way of saying "Thank You!" to our loyal customers. We reserve the right to change the rate of reward / incentive, as well as their value, at any time. Furthermore, while the points are to be applied to future purchases, we reserve the right to hold any orders for any reason, at any time. Your points may not be given to other customers, or sold for cash. Additionally, we may remove the points from any profile at any time.

Reward Points are the property of The Company/ Ecommerce Website, and while they may be used to discount your order, they have no cash value.

#### **Current Point Awards:**

- \$1 purchase = 10 points earned
- shipping / tax do not count toward point calculation.
- points cannot be used toward shipping & handling on future orders.
- 100 points = \$1 discount on order
- Maximum points that can be used is 25% of total cart value.

#### **Earning Points**

- Earn points on each paid order.
- Earn 500 points for each review you write on our website.
- Earn 500 points for signing up to our website.
- Earn 1000 points for referring us to a friend and they make a purchase on our website.
- Earn double points with coupons and special promos.

#### TERMS AND CONDITIONS

##### **Indemnification**

You agree to indemnify, defend and hold harmless ("The Company?"), its officers, directors, employees, agents and third parties, for any losses, costs, liabilities and expenses (including reasonable attorneys' fees) relating to or arising out of your use of or inability to use the Site or services, any user postings made by you, your violation of any terms of this Agreement or your violation of any rights of a third party, or your violation of any applicable laws, rules or regulations. ("The Company?") reserves the right, at its own cost, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will fully cooperate with ("The Company?") in asserting any available defenses.

### **Electronic Communications**

By visiting our website or sending emails to (?The Company?) constitutes electronic communications. You consent to receive electronic communications and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically, via email and on the Site, satisfy any legal requirement that such communications be in writing.

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