

# Policies

These Policies set forth and summarize information regarding the sale and purchase of High Altitude Wellness products through this website. These Policies are part of and must be read in conjunction with our [Privacy Policies](#) and [Term and Conditions](#)

## **WEBSITE DISCLAIMER:**

This website contains general information about diet, health, and nutrition. None of the information should be considered advice be considered or treated as a substitute for advice from a healthcare professional. The contents of this website are for informational purposes only and are not intended to be a substitute for professional medical advice, diagnosis or treatment. Always seek the advice of your physician or other qualified health professional with any questions you may have regarding a medical condition.

The general information and content on this website are provided “**AS IS**” without any representations or warranties of any kind, express or implied. High Altitude Wellness (the “Company”) makes no representations or warranties whatsoever in relation to the health information on this website.

You must not rely on the information on this website as an alternative to medical advice from your doctor or other professional healthcare provider. If you think you may be suffering from any medical condition you should seek medical attention. You should never delay seeking medical advice, disregard medical advice, or discontinue medical treatment because of information in Company materials or provided by any Company representative, none of which information is intended to be a substitute for medical diagnosis, advice or treatment. If you are considering making any changes to your lifestyle, diet or nutrition, you should consult with your doctor or other healthcare provider before doing so. Information and statements regarding dietary supplements have not been evaluated by the Food and Drug Administration and are not intended to diagnose, treat, cure or prevent any disease.

Neither the Company nor its representatives are providing any medical advice, and none should be inferred, from any ideas, suggestions, testimonials or other information set forth on this website or in other Company materials or provided over the phone or in email correspondence. All of the information on this website, whether historical in nature or forward-looking, speaks only as of the date the information is posted on this site, and High Altitude Wellness does not undertake any obligation to update such information after it is posted or to remove such information from this site if it is not or no longer accurate or complete.

**PRODUCT AVAILABILITY; PRICES; ORDERS:** All purchases through our website are subject to product availability. We may limit or cancel the quantities offered on our website or limit the sales of our products or services to any person, household, or

jurisdiction. Prices for our products are subject to change, at High Altitude Wellness's discretion. Unless otherwise indicated, prices displayed on our website are quoted in U.S. dollars and are exclusive of shipping charges. We do not charge, and you are solely responsible, for taxes and duties of any sort. We reserve the right, in our sole discretion, to refuse orders. In addition, if we believe an order is false or fraudulent, we reserve the right to inform the relevant authorities.

**PAYMENT METHODS.** For online orders, we accept payment via Square Up. If a payment is not successfully settled, due to invalid payment method, declined credit, expiration, insufficient funds or otherwise, we reserve the right to cancel your order. Orders are shipped only after receipt of full payment. For certain payment methods, you may be charged a processing fee, foreign exchange/translation fee (international orders) or other fees; you are solely responsible for the payment of any such fees. High Altitude Wellness is not responsible for any charges, errors or losses that may result from any payment method used by you for the purchase of our products.

**Promotion Codes and Coupons:** Promotion codes and Coupon codes, including the first order code, 'newcustomer,' *cannot* be combined with any other coupon code, or any other promotional or wholesale discount.

**SHIPPING:** We generally ship all items within 1 or 2 business days of our receipt and acceptance of an order. If there is a delay affecting our ability to ship generally, we will attempt to conspicuously post that fact on this site. We ship via U.S. Postal Service, UPS and Fedex and packages can be tracked through their website.

We fill domestic orders via U.S. Postal Service First Class mail, which generally results in delivery within 4 to 5 business days. Requests for use of a courier service or overnight shipping cannot be processed on this website; however, we generally can accommodate these requests if you place your order by phone at the telephone number first appearing above.

Unless otherwise expressly agreed in writing, TIME IS NOT OF THE ESSENCE, and any delivery date requested or provided is an estimate only. High Altitude Wellness is not responsible for delays or for non-performance resulting from causes beyond its reasonable control, including acts of any government or acts of God.

We currently ship only within the United States.

Similar charges will apply. High Altitude Wellness is not responsible for any direct, indirect, punitive, or consequential damages that arise from improper international shipping practices.

**LOST PACKAGES:** If a package gets lost in transit (very rare, though it does happen), High Altitude Wellness will not be responsible if the tracking information says the package was "delivered," which means U.S. Postal Service, UPS or Fedex or the courier service successfully delivered the package to the specified address.

**PACKAGE SENT TO WRONG ADDRESS:** If a package is sent to the wrong address, and the incorrect address was provided online by a customer, then the customer is responsible for the cost of re-shipping the item. We will re-ship the order once the original package has been returned to us. When ordering, make sure your shipping address is accurate, as making any mistake could significantly delay the delivery.

If placing an order over the phone, we will read the delivery address (and other information you provide) aloud to help you be sure it is correct.

**PRODUCT DEFECTS & DAMAGED PACKAGES:** We allow three days from the date of delivery to notify us if there is any type of defect with a product or if the package it was in was damaged in transit. If we aren't notified of defects or damages within the three-day window, it is understood that the package and products were in good condition upon delivery.

### **RETURNS/REFUNDS:**

We understand that you may need to return a product. Should you feel the need to do so, you have 30 days from the date of purchase to initiate the process. Please contact us at 970-344-5620 or email [highaltitudewellness@yahoo.com](mailto:highaltitudewellness@yahoo.com) or [info@highaltitudewellness.com](mailto:info@highaltitudewellness.com) and one of our Customer Care Representatives will assist you.

Limited to one return or exchange per customer. We do not take returns based on smell or taste. We typically process approved return/refund requests within 1-2 business days.

If your product was purchased through a High Altitude Wellness distributor or retailer, you will need to go back to your original purchase location for any return or exchange.

### **Retail and Wholesale Payment:**

- **Primary method for payments on wholesale orders are check, e-check, money order or wire transfer**
- **If Credit Card is the only means by which a customer can pay for a wholesale order, please contact us to arrange for payment, a 5% processing fee may apply.**
- **Retail sales orders can be paid with a credit card via Square Up.**

[Terms and Conditions](#) and [Privacy Policy](#)