



SHIPPING POLICY

Keto-BEAM.com products are shipped by Keto-BEAM.com.

Keto-BEAM will provide shipment tracking information for all orders.

If for any reason we are unable to track your shipment to its assigned delivery point, we will reship your order at no additional cost to the customer.

If shipped orders are lost, damaged, spoiled, stolen, or returned by the shipper, Keto-BEAM will accept the cost of reshipment of the order, unless:

- The person ordering the shipment entered the shipping address incorrectly
- There has been an “Act of God”, such as an earthquake, flood, fire, etc.

In the event of an “Act of God”, or incorrect shipping address, the customer/member will be expected to pay for the replacement order, prior to the order being reshipped.

SHIPPER ERROR

If shipped orders have been unreasonably delayed, redirected or re-routed by the shipping carrier, through no fault of the customer or Keto-BEAM, Keto-BEAM will re-issue and re-ship the delayed order if it is determined that the delay is beyond a simple delay, and seek redress from the shipping company responsible for the loss.

REPORTING A LOST SHIPMENT:

Contact Order Support to inform us of your lost shipment:

Phone: (800) 406-1582

Email: ordersupport@Keto-BEAM.com

NOTE: We will attempt to track the shipment. If the shipper shows the order as having been delivered, the customer/member will need to pay for the replacement order, prior to the order being reshipped.