

## RETURN POLICY

Avant is dedicated to providing results and customer satisfaction. With our 30-day money back guarantee, you are protected by our 100%, if you are not satisfied, no questions asked. If after 30 days of use on a regular daily basis, you are unhappy and would like a refund, here's exactly what to do:

Contact the Team Avant by calling 831.204.8244 Monday through Friday between the hours of 9:00am and 5:00pm Pacific Standard Time. We will gladly provide you with our return address, and a return confirmation number.

- Return the empty jar/bottle, the Avant invoice that you received, and the confirmation number you have been assigned.
- It is your obligation to pay the return postage, and we do recommend you opt for tracking and confirmation numbers for verification and efficiency purposes. Note: We must receive the jar/bottle within 60 days from the date of original purchase for the refund to be valid.
- We will refund your entire order, excluding shipping costs, as long as all jars/bottles purchased are returned.
- We can't allow resale of Avant products, so empty bottles will be refunded only after sufficient time has passed for a single customer to use the product as directed.
- These guidelines were created to keep you satisfied, while at the same time ensuring we can continue to provide a quality product to other happy customers for years to come. Returning Avant products without complying with our policy will unfortunately deem your transaction non-refundable.

After complying with the steps above, please allow adequate time for shipping, quality control, and communication with credit card companies and banks as you patiently await your refund.

### REFUNDS (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

### Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [support@avantgoods.com](mailto:support@avantgoods.com).

### Sale Items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

### Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [support@avantgoods.com](mailto:support@avantgoods.com) and send your item to: 680 Lighthouse Avenue #51987, Pacific Grove, CA 93950

#### DAMAGED ITEMS

When your order arrives, please inspect the package for any damage that may have occurred during shipment. It is normal for the shipping carton to show some wear, however, if damage occurred to the item(s) in your shipment, please retain the box, the packing materials and the items inside and contact us immediately at [customerservice@avantgoods.com](mailto:customerservice@avantgoods.com).

#### Shipping

To return your product, you should mail your product to: 680 Lighthouse Avenue #51987, Pacific Grove, CA 93950

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

#### MAXIMUM PURCHASE POLICY

We regret that we must limit orders to no more than five (5) units of any item with a maximum purchase of \$500 per customer.

For corporate gift purchases and services that exceed our maximum purchase policy, please email us at [support@avantgoods.com](mailto:support@avantgoods.com)