

Eternapure™ Shipping & Returns

47. Satisfaction Guarantee. If you are not satisfied with products sold by Eternapure, please reach out to us for a refund. The Eternapure Satisfaction Guarantee is valid only for first-time buyers and is redeemable within 30 days of purchase. Value Packs, subscriptions and shipping costs are non-refundable. Offer applies only to the first time purchases and not additional quantities.

48. Customer Returns. If you need to return an un-opened product purchased through eternapure.com, you may return your order for a refund within 30 days. The refund will include the purchase price (less a 10% restocking fee, original shipping costs, return shipping costs, and retail value of any incentive products earned at the time of purchase). Refunds will be credited to the original form of payment. Orders returned pursuant to this policy must be returned in full and include all un-opened and un-used product(s) from the order. This return policy is not applicable to products that have been opened or used, sale items, promotional purchases, display items and business supplies and starter kits, or products damaged by abuse or misuse.

49. Return Procedures. To initiate the return process under this return policy contact the Company at 1-407-337-5904 or info@eternapure.com to request a Return Merchandise Authorization (RMA) Number. This RMA Number must be written on the outside of the return container. Returns must be packaged in the original manufacturer's shipping box and accompanied by the original invoice with the RMA Number written on it. Item(s) returned must comply with the Return Policy to be qualified for a refund (less return fees). A refund will only be processed once a properly returned package is received and verified to comply with the Return Policy. Refunds may take up to 10 business days to process to the original payment method due to the financial institutions policies.

No refund will be issued unless the requirements of Policies 47 – 49, as applicable, are adhered to.

50. Other Purchase Cancellation Rights. Customers, Preferred Customers, and newly enrolled Representatives have three business days within which to cancel their initial purchase and obtain a full refund. Residents of Alaska have five business days and residents of North Dakota age 65 and over have 15 days to cancel and receive a full refund. An explanation of these rights is contained on the sales receipt.