

eterna·pure

Shipping & Returns

What are the shipping options?

- Orders under \$90 = \$5.99 shipping charge for USPS
- Orders \$90 & up to \$199.99 = Free USPS (Optional \$5.99 expedited 2 to 3 day shipping)
- Orders over \$200 = Free expedited 2 to 3 day shipping

If I place my order today, when will it ship and how long will it take to arrive?

Our goal is to fulfil customer orders within 2 business days of receipt. An additional 1-7 days are then required for delivery, depending on shipping method chosen.

How do I cancel or change my order?

Due to our fast fulfillment times, we are unable to make changes to orders once they have been shipped. If you made a mistake in your order, please immediately call us at 407-337-5904 or email us at info@eternapure.com and we will make every effort to make the change before it ships. If the order has already been shipped and/or you put an invalid mailing address, your order will ship to that address and be returned to the warehouse. A new shipment will be generated, and an additional shipping charge will apply.

Who should I contact with questions regarding my order?

If you have any questions regarding your order, please contact our Customer Care Department, Monday through Friday 9:00a.m. – 5:00p.m. (EST) at 407-337-5904 or email us at info@eternapure.com.

What payment methods do you accept?

We accept the following forms of payment for online transactions: MasterCard, Visa, American Express & Discover.

Will my personal information be shared with any third parties?

At Eternapure, we value your privacy. It is our policy never to sell, rent, barter, or trade personal information with any third parties.

May I still order if I live outside the United States?

Eternapure accepts orders within the fifty (50) United States, Puerto Rico, and APO/FPO addresses. We offer standard shipping to domestic P.O. Boxes, Puerto Rico, U.S. Virgin Islands and APO/FPO Military addresses. We are growing quickly with a goal to ship internationally. Please contact info@eternapure.com to see if we can accommodate your shipping request. For your protection, we will not ship merchandise if we are unable to verify your billing address. *Shipping methods are subject to change depending on final destination.

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Eternapure 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 from date of delivery. Value Packs, subscriptions and shipping costs are non-refundable. Offer applies only to the first-time purchases and not additional quantities.

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 per this policy must be returned in full, 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 (except where mandated by law), or products damaged by abuse or misuse.

Return Procedure

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 above are adhered to.