

POWERED BY IGO SHIPPING & RETURNS POLICY

SHIPPING & BILLING ADDRESSES:

While we will make every effort to accommodate your shipping and billing preferences, Powered By iGo reserves the right to require customers to use a “common” shipping and billing address in the event we are unable to process an order or verify a shipping address provided.

Please review and verify address(es) before submitting your order.

Please be advised; if an address is changed after the order is placed, product(s) will be shipped to the address that was in the system when that order was placed.

MULTIPLE ORDERS & MULTIPLE DESTINATIONS

If you are shipping multiple orders to multiple destinations. Please verify and confirm the address and product(s) before submitting your order.

We cannot change orders and/or addresses once they are in the system that have been submitted and in the system for processing.

LIMITATIONS ON ORDERING

Additionally, Powered By iGo reserves the right to solely define and limit, refuse, and/or cancel orders from customers at any time due to:

- An irregular or excessive returns history involving “weak smell”, “not strong enough smell”, or “I didn't like it”.
- An irregular or excessive returns history involving worn, altered, laundered, damaged, or missing items; or,
- Potential fraudulent or criminal activity.

Similarly, Powered By iGo reserves the right to limit, refuse, and/or reject returns (both in-store and online) to any customer or entity, due to similar actions as noted above.

ORDER CHANGES AND CANCELLATIONS

We know you are excited and want your order fast, so as soon as you place your order, we are on it!

Regrettably, this means that we cannot cancel or make any changes to your order. This can include but is not limited to:

- Adding/Removal of Items
- Change in Scent, or Size of Items
- Adding/Removal of a Discount Code (where applicable)

- Billing or Shipping Address Update
- Order Cancellation Request
- Shipping Method Change

Please make certain that before you submit your order;

- It is the right product or package
- It is the right quantity
- It is the correct size or color
- It is the correct scent
- Make certain you have verified your shipping and billing information.
- For multiple orders and multiple destinations, you have changed and verified all shipping information.

WE DO NOT ACCEPT RETURNS ON PRODUCTS AT THIS TIME

Please note: we do not refund products that have already been processed and shipped.

Once a product has been processed through our shipping department and is picked up by the carrier, we cannot place a "Stop Shipment" or issue a refund at that stage of processing.

Our system and shipment facilities are not equipped to accept or provide returns for any product that is processed and shipped.

If a case where a return is authorized at our sole discretion we may provide a prepaid return. In cases where a prepaid return is not authorized, you are responsible for covering shipping costs to return any item(s).

Returns are processed within 7-10 business days after your item(s) are delivered to us.

On a case by case basis, if a product has been authorized for a refund, the refund may be in a form of credit to you as a "Voucher" for further company purchases. **Vouchers have no cash Value.**

Powered By iGo reserves the right that in some cases the refund may be issued in a form of credit to the original form of payment.

All refunds for products and services are refunded to the original form of payment. Refunds are only issued to the person who made the original purchase.

Helpful Hint: Powered By iGo is not responsible for returns until they reach our Distribution Center in Houston, Texas. Keep your proof of postage and ship your return along with a tracking number as we are not liable for return packages that are lost or stolen in-transit. Without proof of receipt and delivery, Powered By iGo will not issue a company credit for your returns.

DELIVERY CLAIMS:

If you are experiencing a non-delivery or your tracking information states that your package was delivered by the carrier, but you have not received it; you must contact us within 10 days to file a claim.

We will assess and review the case before we can move forward regarding a specific claim.

We will assist you in working with "the carrier" to complete the claims process. Please note: Claims can take up to 30 days to complete (depending on the shipping carrier used and the country).

Claims are not guaranteed, as the carrier is responsible for processing the claims. A claims process is only based on the fact that it is pertaining to after the product (s) are handed to the carrier for processing and delivery.

Powered By iGo does not hold or accept responsibility for packages that have been reported as delivered by the carrier. We do not issue refunds or credits for packages that the carrier confirms as being delivered.

We do not issue credits or refunds on packages that were lost or stolen after the package was deemed delivered by the carrier.

We apologize if you have *not* received your item as indicated.

If your tracking information shows that your package was delivered but you can't find it:

- Carrier may have placed it in a safer location, please check:
 - Mailbox
 - Porch
 - Garage
 - Any area out of potential weather hazards
 - Exterior doors and any locations where the package could be placed
- Check your mailbox again as some packages come separately from your regular mail.
- Check with others in your house that may have accepted it.
- In rare cases, package may show as 'delivered' but could take additional 24 hours.

If it has been over 24 hours from the 'delivered' status, to save time a service request to the Carrier company that made your delivery. Via email or phone to your local delivery facility for follow-up.

Shipping charges are not refundable.