



Shipping and Return Policy

Our warehouse is located in San Diego, CA (USA). Orders are processed and shipped within 1-2 business days of placement, Monday through Friday.

We cannot guarantee that orders will be processed or shipped the same day that the order was placed. For your convenience, once your order is placed to be picked up by the carrier, we will send you an automatic email containing your tracking information.

Please double-check your address carefully when placing an order. We do not issue refunds for shipping costs where addresses have been incorrectly entered upon ordering.

2018 Postal Holidays

Our warehouse is closed on the holidays noted below, with orders shipped on the following business day:

Monday, January 1 (New Year's Day, observed)
Monday, January 15 (Martin Luther King Jr. birthday)
Monday, February 19 (Washington's Birthday)
Monday, May 28 (Memorial Day)
Wednesday, July 4 (Independence Day)

Monday, September 3 (Labor Day)
Monday, October 8 (Columbus Day)
Monday, November 12 (Veterans Day, observed)
Thursday, November 22 (Thanksgiving Day)
Tuesday, December 25 (Christmas Day)

Shipping Methods

Shipping and delivery time guarantees refer to the amount of time that the order is in transit while in the possession of the carrier, not from the time the order is placed. The Gerson Institute is not responsible or liable for any delays or damages while in possession of the 3rd party carrier.

FedEx does not deliver to P.O. Boxes. All orders being shipped to a P.O. Box must select a USPS delivery service.

USA DOMESTIC SHIPPING

FedEx Home (residential): 1-5 business days

FedEx Ground (commercial): 1-5 business days

FedEx Express Saver: 3 business days

USPS First Class Mail: 1-5 business days

USPS Media Mail (Books, DVDs and CDs only): 5-7 business days

USPS Parcel Select: 4-7 business days

USPS Priority Mail: 2-3 business days

INTERNATIONAL SHIPPING

FedEx International Economy: 4-5 business days

FedEx International Priority: 2-3 business days

USPS International: 6-10 business days

USPS Mail Express International: 3-5 business days

International Shipping

Shipments crossing international borders are subject to the duties and taxes imposed by the importing country's government. The responsibility for these charges lies with the recipient. In applicable cases, local duties and taxes must be paid before the goods are released. Local customs regulations may apply.

The Gerson Institute is not responsible for any costs related to permits required for health-related products. For example, Mexico may require a Health Permit for enema kits.

Items Not Eligible for Return

Due to hygienic regulations and the perishable nature of consumable goods, the following products cannot be accepted for return or refund:

- Coffee
- Enema Kit
- Digital/downloadable content
- Items purchased as part of a kit/bundle (unless a defect exists)
- Items that have been opened (unless a defect exists)

Lost or Stolen Packages

The Gerson Institute is not responsible for any lost or stolen packages once they have been delivered. We will help facilitate all claims with the carriers and provide any information needed. All claims for lost or stolen packages must be made within 5 business days of the delivery scan made by the carrier.

Damaged Items

All orders are packed with care and protection in mind, but handling during transit may cause damages. Damaged orders require inspection before refunds or replacements are issued.

- Report damages within 5 days of receiving the order
- All original packaging must be kept for reference
- All claims should be reported to the Gerson Institute at orders@gerson.org
- Replacements and refunds for damaged goods will be issued once the claim has been reviewed and approved.

Cancellations, Returns and Refunds

CANCELLATIONS

We take pride in prompt shipping and it is our goal to ship orders as soon as possible. We kindly ask that customers notify us of cancellation requests as soon as possible. Although we cannot guarantee that orders processed prior to a cancellation request will be intercepted, we will make every effort possible to intercept orders that have been processed prior to the cancellation requests.

REQUEST A CANCELLATION

Step 1: Email us at orders@gerson.org with the subject line "CANCEL ORDER# XXXXX"

Step 2: We will confirm via email that your order has been cancelled. If we were unable to intercept your order, we will provide the available options for resolution.

CONDITIONS FOR RETURN

- Eligible products may be returned within 30 days of delivery for a full refund, **minus shipping fees.**
- Items must be returned in undamaged and sellable condition – tags, seals and shrink-wrap intact.
- Items must be post-marked within 10 business days of Return Request (returns post-marked more than 10 days from Return Request will incur a \$5 restocking fee)
- **Customer is responsible for return shipping costs (if product is damaged, see Damaged Returns)**
- **Products returned more than 30 days after purchase will incur a \$5 restocking fee**, but special circumstances will be considered. See below for information on how to initiate a return.
- **Any products returned used will only receive a 50% refund or can be shipped back, but the customer will be responsible for any return ship costs.**

Requesting A Return or Submitting A Claim

- Email your return request or claim to orders@gerson.org
- The Gerson Institute will respond with further instructions

CLAIMS FOR RETURNS, DAMAGED ITEMS OR MISSING ITEMS

Be sure to keep all original packaging for reference on your claim.

REFUNDS

- The Gerson Institute issues refunds to the original form of payment within 5 business days of receipt of the approved, returned order. The returned order must arrive in undamaged and sellable condition – tags, seals and shrink-wrap intact.
- The Gerson Institute will not refund any shipping costs associated with the returned order.