

## 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. 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.

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### 2017 Postal Holidays

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

Monday, January 2 (New Year's Day, observed)  
Monday, January 16 (Martin Luther King Jr. birthday)  
Monday, February 20 (Washington's Birthday)  
Monday, May 29 (Memorial Day)  
Tuesday, July 4 (Independence Day)

Monday, September 4 (Labor Day)  
Monday, October 9 (Columbus Day)  
Friday, November 10 (Veterans Day, observed)  
Thursday, November 23 (Thanksgiving Day)  
Monday, December 25 (Christmas Day)

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### Items Not Eligible for Return

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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)

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### Cancellations, Returns, Refunds and Damages

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#### 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](mailto: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.

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## RETURNS

Be sure to keep all original packaging for returns, refunds and/or damages

### 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.

### REQUESTING A RETURN

- Complete the Customer Request Form that is included in the email confirming your order.
- Send back via email to [orders@gerson.org](mailto:orders@gerson.org)
- The Gerson Institute will review the completed form for eligibility and will contact you within 2-3 business days.

### SEND RETURN TO:

The Gerson Institute  
4631 Viewridge Avenue  
San Diego, CA 92123

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## 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.

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## DAMAGED ITEMS

Our packing procedures ensure that 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 10 days of receiving the order
- All original packaging must be kept for reference
- All claims should be reported to the Gerson Institute
- Once the delivery has been made the Gerson Institute is no longer responsible for lost or stolen packages
- Replacements and refunds for damaged goods will be issued once the claim has been reviewed and approved

#### **REPORTING DAMAGED ITEMS**

- Complete the Customer Order Issue Form that is included in the email confirming your order.
  - Send the Customer Order Issue Form back via email to [orders@gerson.org](mailto:orders@gerson.org)
  - The Gerson Institute will review the completed form for eligibility and will contact you within 2-3 business days.
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# Customer Order Issue Form



4631 Viewridge Avenue | San Diego, CA 92103 | 858.694.0707 x. 112 | [www.gerson.org](http://www.gerson.org) | [orders@gerson.org](mailto:orders@gerson.org)

Customer Name:

Date:

Order #:

Items ordered:

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**What type of claim are you placing:** (Please refer to our Shipping Policy for more details)

Return	Items missing
Damaged	Order not received

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Order Issue:

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**Shipping Packaging Received:** (all orders are shipped in packaging that is labeled and stamped)

Mailer #0	6x6x6 Box	14x11x6 Box
Mailer #2	9x6x9 Box	14x11x11 Box
Mailer #5	12x10x3 Box	16x10x5 Box
5x5x5 Box	12x10x7 Box	18x16x8 Box

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**Was the packaging material damaged at the time of delivery?** (Punctured, torn, ripped, etc.)

No

Yes

If yes, please explain:

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**Which would you like?**

Replacement

Refund

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**Are the items being returned unopened and in the original packaging?**

Yes

No

If no, please explain:

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Thank you for submitting your claim. We will evaluate the information and be in contact with you soon.