



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.

2017 Postal Holidays

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)

Shipping Methods

Shipping time and delivery 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.

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

Customer is responsible for associated duties and taxes

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



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 customer. 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.

Where is my order?

For your convenience, once your order is scanned by the carrier, we send you an automatic email containing the tracking number.

If the carrier returns an undeliverable package to us, we will contact you regarding the next steps.

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)

Cancellations, Returns, Refunds and Damages

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.



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
- 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

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
- The Gerson Institute will review the completed form for eligibility and will contact you within 2-3 business days.