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General Terms and **Conditions**

CAREFULLY READ AND UNDERSTAND THESE TERMS BEFORE ORDERING ANY PRODUCT THROUGH THIS WEBSITE ATTENTION:

This is a legal agreement (the "Agreement") between You, the individual, company or organization ("you", "your", "The Customer" or "Customer") and Shippitsa ltd ("we", "our", "The Company" or "Company"). By ordering, accessing, using or purchasing any product ("Product") through this website or related websites (collectively the "Website"), you are agreeing to be bound by, and are becoming a party to, this Agreement. We may at our sole and absolute discretion change, add, modify, or delete portions of this Agreement at any time without notice. It is your sole responsibility to review this Agreement for changes prior to use of the Website or purchase of the Product.

CONTACTING US

To contact The Company with billing, fulfillment or any other inquiry associated with The Company products, please call The Company at: (855-281-8099) Open Monday - Friday 8:30 AM thru 5:30 PM Central Time or email support@provailen.com for an support eticket .

AUTO-SHIP

If you are enrolled in a promotion that is eligible for Auto-Ship, you will be enrolled to receive monthly shipments until you cancel by contacting a Customer Service Representative at support@provailen.com a support ticket number for cancellation approval will be generated , you will need to provide us with your order Id , account Id information to enable the cancellation department to locate you within the system. If you enjoy your Product, do nothing. You will be billed at the promotional rate agreed to in the offer and you will automatically receive a fresh supply every month so your program will not be interrupted. You will lock in the low promotional price billed every 30 days to your credit card, plus shipping and handling.

TRIAL PROMOTION TERMS AND CONDITIONS

If you choose to participate in a Trial Promotion, by clicking on the submit button on the checkout page and acknowledging that you agree to the terms herein and of that specific offer and, you will be charged for the trial rate plus a shipping and handling fee on the day you place your order ("Initial Order Date"). Your trial period starts on your Initial Order Date plus four (4) days to allow for delivery time. You will be sent a 30 Day or 60 Day Supply of your product ("The Product") as indicated on the checkout page. On the date of your order, you will be charged the shipping, handling and processing fee (as applicable, less any promotional discount you redeemed).

Your order will be processed within 24 business hours of you placing the order. If you enjoy The Product, do nothing. You will be billed at the promotional rate for The Product price that you agreed to in the offer at the expiration of your trial promotion or 21 days after receipt. Your Trial Promotion will expire on Last Day or later of the Fixed Number of Days as defined in the promotion one year for your original order date on The Checkout page and you will be charged The Product Price (price for the product) unless you contact a Customer Service Representative and request a cancellation or Trial Period extension **PRIOR TO** this expiration date. See "Promotion Cancellations" below.

This promotion comes with free enrollment in our Discount Autoship Program, which locks in the low promotional Product Price billed every 30 days, or 60 days, for a period of one year or as indicated on the checkout page, to your credit card including your shipping and handling charge which will be billed when your product ships; beginning approximately initial full supply 20 days , then every 30 days from your Initial Order Date. You will automatically receive a fresh supply every month, beginning at approximately 30 days from the date of your first order so your program will not be interrupted.

There is no obligation to continue this program and you can cancel at any time by simply contacting a Customer Service Representative 48 hrs in advance or your next order date (see "Refunds, Returns and Cancellations" section below). Discounts: from time to time the company may run special promotions and can at its sole discretion reduce the price of your offer during any periods without notice. Being a member of our Autoship programs ensures that you are locked into pricing that shall not increase as long as you remain in the program.

REFUNDS, RETURNS AND CANCELLATIONS

We will gladly accept returns and issue refunds (less shipping and handling and restocking fee), no questions asked - for returns received within 30 days of the order date, simply contact a Customer Service Representative to receive return instructions.

All customers shall be responsible for shipping and handling fees. Please note that we cannot process packages marked "Return to Sender" or "Refused". You pay for return shipping. There is a \$21.95 restocking fee per unit you are returning. This fee will be taken out of the refund issued. All returned packages require a Return Merchandise Authorization (RMA) number to ensure accurate processing of your return to your account. RMA numbers can be obtained by calling our Customer Support Team and must be written on the outside of the shipping package. Returned Products must be sent to the address listed on our Customer Service page.

We are not responsible for lost, stolen or damaged items. We recommend all returned items to be sent using some type of third party delivery confirmation system to ensure proper delivery. If you have received an order that was damaged, please contact a Customer Service Representative for a Return Authorization Number, and an immediate replacement will be sent out at no additional charge, once your returned item is received.

PROMOTION CANCELLATIONS

If for any reason during the Trial period (defined in the offer) of your Trial Promotion, you are dissatisfied with your Product, you will need to call our Customer Support and request either an extension of your trial period, or a cancellation of the service. **CANCELLATION DURING A TRIAL PERIOD ARE SUBJECT TO A \$24.99 CANCELLATION FEE.** Cancellation during a trial period are subject to a \$24.99 cancellation fee. If you wish to keep the 30-Day supply you received, you may choose to pay for that month only and cancel your autoship program. If you are not interested in continuing to use the product for the rest of the month, you will need to request a Return Merchandise Authorization (RMA) number and return your product (unopened) within 18 days of the initial trial date to prevent being charged for the full 30-Day supply you received to try.

Trial fees and shipping and processing fees are non-refundable. If you wish to return the product after the expiration of your trial period please contact customer service and see above "Returns, Refunds, and Cancellations". All sales after the initial 30 Day period expires are final. Autoship cancellations may be processed at any time and require contact with a Customer Service Representative to verify the account holder request. Cancellation of an Autoship request will take effect immediately and any/all future shipments will cease. It will be required to re-order if you would like to re-enroll at a later time.

REBATE CANCELLATIONS

If you wish to return your merchandise for an exchange credit (Merchandise Credit), and you receive an RMA Number; your rebate will be cancelled and voided. Shipping, handling and processing fees are non-refundable.

COMPANY POLICIES

The Site and The Company Products are available only to individuals that are at least eighteen (18) years of age and that can enter into legally binding contracts under USA law.

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The Fountain Business Centre, Ellis Street, Coatbridge, ML5 3AA, Scotland.

This product is a dietary supplement and statements have not been evaluated by the Food and Drug Administration.
This Product Is Not Intended To Diagnose, Treat, Cure Or Prevent Any Disease.