



## Returns Policy

Omega K, Inc.

### Return and Refund Policy

#### For US Returns:

You may return any product sold by Omega K within 60 days of the date of delivery for a refund of the product price only (shipping fees are non-refundable). The cost of return shipping is the responsibility of the customer. **There will be a \$10 restocking and handling fee applied to all returned packages.**

IMPORTANT: Only **UNOPENED STILL SEALED BOTTLES** are eligible for a refund. Refunds will **not** be processed for opened or empty bottles.

**Any package returned as REFUSED (*meaning you do not open the package and do not pay the shipping fees to send it back to us*) will be charged a refusal fee of 10% of the order amount which will be deducted from the customer's refund.**

Additionally, packages returned as "undeliverable" may be reshipped at the customer's expense. Omega K will pay the cost of return shipping plus refund the original cost of shipping if the return was a result of our error. All items should be returned in their original product

#### Receiving a Refund

After we receive and process your return, we will refund the price of your product or products.

This time period includes:

- 5 to 7 business days for us to receive your return from the shipper
- 12 to 14 business days for us to process your return
- The time it takes your bank to process our refund request (see below for specific guidelines)

IF YOU PAID BY...	YOUR REFUND WILL GO TO...	...AFTER YOUR RETURN IS PROCESSED
Credit Card	Credit Card	5-7 business days
Bank Account/Debit Card	Bank Account/Debit Card	5-10 business days

We'll notify you via e-mail of your refund once we've received and processed the returned item.

**Please email [customercare \(@\) omegak.com](mailto:customercare@omegak.com) to request a return authorization form and number**



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